

Quality Policy



As leaders in the healthcare sector, at Life Healthcare we ensure that quality lies at the very core of everything we do. Our focus is to provide world-class medical treatment, care of exceptional quality and a highly professional level of service at all our facilities. This commitment to quality ensures the very best outcomes for our patients and stakeholders.

Aligned with our brand – Life, Health and Care, our quality policy focusses on:

LIFE

- Ensuring well-being and quality of life;
- Respecting the rights and dignity of our patients and their families, customers, employees as well as other stakeholders;
- Providing care that is personal and relevant to the individual needs of our patients.



HEALTH

- Striving to achieve the very best possible outcomes for our patients by delivering clinical excellence throughout the patient's journey in our hospitals; and
- Protecting the health of our patients, customers and employees.



CARE

- Delivering healthcare service of exceptional quality in partnership with our doctors and members of the multidisciplinary healthcare teams;
- Protecting our patients' and stakeholders' rights by ensuring privacy and confidentiality at all times; and
- Always being mindful of respect and empathy while engaging in thoughtful interactions with our patients and customers to ensure a positive experience.

Life Healthcare is committed to:

- Complying with the relevant regulatory and governing body requirements (e.g. Department of Health, Department of Labour);
- Identifying, mitigating and managing any risk to our patients, employees and other stakeholders;
- Continually improving by implementing stringent quality standards and international best practice;
- Constantly monitoring and improving the effectiveness of our quality management systems;
- Setting appropriate goals and objectives relating to clinical care, health, safety and quality for all business units; and
- Preventing incidents that negatively impact patients, stakeholders, employees and the environment through proactive risk management.