



COMPANY POLICY

QUALITY POLICY

Pelin Bright, CEO
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PATIENT SAFETY & CLINICAL QUALITY			
Policy	This is a new policy	Yes	
	This policy updates and amends the existing policy	No	
	This policy replaces the existing policy	No	
Applies to	All staff, directors and management of MCOE		
Version	Purpose/reason	Effective from	Effective to
1.0	This policy was created	30 th August 2017	Current
1.1	Review and update		

Macquarie Centres of Excellence is committed to providing total satisfaction through quality and a reliable, safe and effective delivery of the services we provide. We are also committed to continually meet and/or exceed our patient's quality and care requirements. The Company is committed in achieving our goals by way of:

- Treating our patients with respect, compassion and dignity
- Conducting research and clinical trials, as per regulatory requirements, in a safe and effective manner
- Complying with all legislative and regulatory requirements
- Preventing workplace health and safety hazards and protecting our patients, staff and our environment
- Good professional practice and quality services we maintain, calibrate, test and all our medical equipment and constantly keep up-to-date with technological requirements
- Communicating the quality policy and its management systems to all employees
- Creating a work environment to all employees that promotes teamwork, problem solving and professional conduct
- Providing continuous, professional and personal development, training to our employees in order to implement our quality management systems and processes
- Maintaining compliance of our Practice's Management Systems with ISO9001:2016 to continually improve the effectiveness of our management systems

MCOE have set high quality standards for the Practice and their staff members which sets exemplary systems and processes and a culture that promotes individual and organisational growth to provide the highest quality of care for its patients. Thus, necessary training is provided to all staff (clinical and administrative) of the importance of the Practice's Quality Policy and its Quality Management Systems.

It is the responsibility of Human Resources to make sure that each staff member is informed of the Practice's Quality Manual and it is also the responsibility of all staff working for Macquarie Cosmetic Medicine and Macquarie Stem Cells to familiarise themselves with this manual and all of its contents

A notice of the Company's Quality Policy, along with its Mission and Vision Statement, is also hung in the waiting room visible to all those that attend the Practice (please see snippet below):



Thus, the Practice's Mission and Vision Statement are as follows:

Macquarie Centres of Excellence strives to transform your experience through a culture of caring, quality, safety, service, innovation and excellence. We promise to be leaders within our community and be recognised by employees, physicians, patients as being the:

- **Best** place to receive care
- **Best** place to learn and practice medicine
- **Best** place of employment

It is our goal to improve the health of the patients we treat with a commitment to excellence in all that we do. It is our mission to offer quality care and training that will set and exceed patient expectations and standards in an appropriate and cost-effective manner.

Authorisation

Pelin Bright, CEO

Macquarie Centres of Excellence



MACQUARIE CENTRES OF EXCELLENCE



For more information

Macquarie Centres of Excellence

Company Policies

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