

QUALITY POLICY

NEURO Medical Centre

NEURO Medical Centre's aspiration is to meet the needs of patients' expectations by improving service processes and developing the resources necessary to provide high quality services and achieve patient satisfaction.

1. We are committed to patient satisfaction throughout the service delivery process.
2. We surround patients with caring medical and therapeutic care.
3. We make patients feel safe and comfortable.
4. We optimise the availability, comprehensiveness and quality of medical and therapeutic services.
5. The staff of the clinic relate kindly to patients and are sensitive to their needs.
6. We respect patients' rights and show empathy towards the sick.
7. We meet accepted standards of medical services and patient care.
8. We provide a wide range of preventive health care and comprehensive therapy.
9. We are continuously developing our range of consultation, examination and therapy services.
10. We are investing in the development of our own network of branches and modern medical diagnostics.
11. We are expanding the scope of cooperation with partners throughout Poland.
12. We care for the security of patient data, especially their medical and therapeutic records.
13. We ensure high standards of cleanliness and equipment in our facilities.
14. We take measures to minimise the negative impact on the environment by reducing waste production and segregation.
15. We take care of the safety of patients and staff by placing UVC flow lamps in every room to disinfect the air of allergens, fungi and viruses.
16. There are no architectural barriers to access for people with reduced mobility or physical impairments.
17. We meet the standards of a parent-friendly facility with young children, thanks to the possibility to change and wash the child, as well as heat up food.
18. We make sure patients are comfortable while they are in the clinic with a proprietary sound system based on the sounds of nature, as well as a dedicated RGB lighting system friendly to visually impaired patients.
19. We use aromatherapy in the clinic with relaxing essential oils - distilled from plants harvested at the right moment of their growth.
20. We procure goods and services from quality-tested suppliers.
21. We ensure efficient and reliable communication with patients.
22. We provide patients with reliable and complete information.

23. We ensure that our services meet the requirements of evidence-based medicine (EBM).
24. We recruit staff with the qualifications required by law.
25. We systematically train and evaluate the competence of our staff.
26. We provide a safe and friendly working environment.
27. We ensure clear internal communication and management support.
28. We build a strong brand and a reliable promotional message.
29. We regularly conduct patient satisfaction surveys.
30. We improve the company's business processes.
31. The company's management develops a quality management system with strategic goals for the entire organisation and improvement projects.
32. The entire organisation's team is involved in implementing the adopted quality policy.
33. We are continuously working to improve the quality management system, aiming not only to meet patient requirements, but also to exceed their expectations.