



## **QUALITY POLICY**

Eye & Laser Centre Gold Coast is a centre of excellence in ophthalmology. The practice has a special interest in cataract surgery, glaucoma treatments, keratoconus, corneal and laser vision correction and treatments.

Eye & Laser Centre Gold Coast exists to improve and maintain the eyesight of our patients. Patient satisfaction is our top priority. Our best advertisement is a happy patient.

This practice acknowledges the importance of the doctors working closely with primary eye care providers in order to achieve optimal patient outcomes. This practice capitalises on the partnership between ophthalmology and primary eye care providers to maximise the clinical benefits to our patients.

Staff involvement at all levels ensures patient reassurance and comfort.

### **Objectives**

The dedicated team within our clinic seeks to continually satisfy our patients by fulfilling the following objectives:

- a) Establishing and satisfying the needs and requirements of our patients,
- b) Establishing and maintaining excellent surgical practices
- c) Conforming to statutory, regulatory and professional medical association requirements,
- d) Employing competent staff, trained in the performance of their duties, who are aware of and are committed to quality work practices,
- e) Adopting management practices based on the Australian Quality Management System Standard AS/NZS ISO 9001:2015 to enhance patient satisfaction,
- f) Striving to systematically and continually improve everything we do, and
- g) Periodically confirming that the Quality System is effectively achieving the above objectives.

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**Dr Frank Howes**  
**Director**

**Date**

