

VALUES & ETHOS

OVERVIEW

Pro Health Care and any subsidiary companies (“**Pro Health Care**”) are committed to providing the highest level of holistic patient care while being viewed in the industry as an employer of choice.

We are proudly committed to creating, developing and celebrating a workplace culture where our people are the key to our success. Recognising our team and their commitment to their work is crucial to our mission of providing industry leading holistic health care for each patient we encounter.

Pro Health Care encourages collaborative discussions in order to achieve the desired outcome for our patients, support the policies we develop and furthermore, form the basis of how we interact with our people, communities and stakeholders.

ETHOS

Patient Centred

- Deliver easily accessible, prompt and reliable health care
- Engage in Collaborative discussion with our peers
- Provide Holistic health care that is outcome focused
- Engage in Multidisciplinary care

VALUES

Patient Care

- Provide the most reliable and cutting edge health care for our patients
- Provide our patients with the most up to date information and treatment options available
- Provide a holistic view to managing health and well-being

Integrity

- Maintain the highest professional and ethical standards at all times
- Be accountable for our actions and follow through on commitments
- Embrace diversity and promote equality, inclusion and social responsibility
- Treat others with courtesy and respect
- Develop and support a safe and healthy environment for work and care

Excellence

- Strive for excellence in every endeavour
- Commit to quality and continuous personal and professional improvement
- Celebrate achievements
- Deliver high level of services

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Collaboration

- Communication between all health care providers
- Identifying complementary roles and cooperatively working together
- Sharing the responsibilities of problem solving
- Highlight the importance of trust, respect and collaboration between health care providers

RELATED POLICIES AND PROCEDURES

Employees are encouraged to read this policy in conjunction with other relevant Pro Health Care policies, including:

- Code of Conduct;
- Bullying & Harassment Policy;
- Equal Employment Opportunity and Discrimination Policy.

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