

Virtus Health Victoria Quality Policy

Our Philosophy Virtus Health Victoria recognises the need to deliver services to patients, referring doctors and all other customers at a consistently high level of quality that reliably meets and exceeds their expectations.

Virtus Health Victoria provides the following services:

- Complete gynaecological, fertility and Andrology assessments
- Microsurgery (including Surgical Sperm Collection - SSC)
- Artificial Insemination by husband (IUI) and donor (DI)
- IVF and related techniques (including cycle related ultrasound)
- Gamete micro-manipulation (ICSI)
- Preimplantation Genetic Screening and Diagnosis
- Surrogacy
- Support and counselling
- Pure and applied infertility research
- Day Hospital Services

Our Objectives

Virtus Health strives to fulfil its commitments through the following Quality Objectives:

- Understand and respond to the needs of patients, referring doctors and other customers;
- Provide written policies, procedures and instructions to ensure consistent systems of work across the organisation;
- Ensure compliance with legislative and regulatory requirements as well as current industry standards;
- Provide information, instruction, training and supervision to employees to ensure they are sufficiently skilled and resourced to perform their duties;
- Promote and nurture a culture of continual improvement across all levels of the workforce.

Responsibilities

The Virtus Health Victoria Board and Executive team of Management accepts the responsibility to ensure that: -

- Quality patient- centred care is the responsibility of every staff member;
- There is a universal commitment to customer service and getting things right the first time;
- The Quality Management System is integral to the training and induction of new and existing staff at Virtus Health Victoria;
- The policy and procedural documentation of the Quality Management System is communicated, understood and adhered to by all staff in all aspects of the organisation operations;
- The effectiveness of the Quality Management System is measured periodically and responded to accordingly;
- Virtus Health Victoria's Quality Manual, Quality Policies and Quality Objectives are reviewed at least annually and are based on the minimum standards required in accordance with AS/NZS ISO 9001:2016, ISO/IEC 15189:2012, RTAC accreditation requirements, National Safety and Quality Health Service Standards (NSQHS) 2016, NHMRC and the Stage II Diagnostic Imaging Accreditation Scheme standards.

Application of the Policy

This policy is applicable to Virtus Health Victoria in all of its operations and functions throughout Victoria.

The Quality Management System at Virtus Health Victoria has been developed by staff at all levels across the organisation and therefore represents the collective commitment of all staff to the Quality Objectives of Virtus Health Victoria. The Quality Management System developed by Virtus health Victoria's Executive team is a living entity, constantly evolving, and in the Virtus Health Victoria culture of continuous improvement is subject to constant revision and renewal.