



# REST ASSURED YOU'RE IN SAFE HANDS

As Australia's largest private ophthalmology provider and operator of ten day surgeries, our aim is to deliver world-class care to patients by focusing on the quality and safety of our services. We promise to provide a safe and comfortable environment for your medical care – here's how.

## Safety first

### Infection control

- **Hand hygiene** – Our staff are trained in the 5 moments of hand hygiene (before touching a patient, before a procedure, after a procedure, after touching a patient, after touching a patient's environment) and our facilities undergo regular auditing of these moments.
- **Social distancing** – Strict social distancing is enforced in our facilities, and additional safeguards have been implemented where possible (e.g. splashguards installed on slit lamps).
- **Face masks** – Masks are worn by staff, patients, carers and other visitors to the facility.
- **Check-in process** – We maintain an accurate register of everyone who enters the facility after completing our screening questionnaire.
- **Regular cleaning** – We frequently disinfect all surfaces in our waiting rooms, consulting rooms and reception areas throughout the day and clean our facilities daily.

### Emotional safety and wellbeing

- **Respect** – Our staff will treat patients and carers with respect and courtesy at all times.
- **Confidentiality** – We will respect the privacy of patients and maintain patient confidentiality at all times.
- **Informed decisions** – We will empower patients to make informed decisions about their care by providing the relevant information. Patients and carers are encouraged to ask questions and/or request more information as necessary (the potential benefits and risks of any medical or surgical procedure that has been discussed).
- **Complaints** – Any complaints will be investigated in a respectful, timely and confidential manner, and we will update our quality and safety processes where appropriate.

## Commitment to quality

- We implement a patient-centred care approach to improve the healthcare experience and outcomes for our patients.
- We train all staff and ensure they are aware of their roles, responsibilities and accountabilities with regard to quality and safety.
- We are guided by and abide by a strong values set. Your health, well-being and safety matters to us, so we prioritise it at every step of your care.
- We have in place quality management systems that meet the requirements of the ISO 9001 standards – although internationally recognised, these standards are voluntary in Australia.
- We regularly review all aspects of our services relating to quality and safety.





## HOW YOU CAN HELP

### You can contribute to the safe and comfortable environment at our clinics by:



Staying home if you or someone in your household is unwell or has been asked to quarantine.



Reading and following all information on the external signage at our facilities and signing a declaration you meet all conditions before you enter.



Cleaning your hands with the supplied sanitiser when you arrive.



Waiting patiently. We try our best to minimise waiting times – however, sometimes delays are unavoidable. We thank you for your patience and understanding.



Treating staff with respect. Our staff treat patients and carers with respect and courtesy. We ask you do the same for us.



Giving us your feedback. All patient feedback, suggestions and complaints are taken seriously and reviewed internally, with further action where appropriate.

For more information, visit [visioneyeinstitute.com.au/about/quality-and-safety/in-safe-hands-program](https://visioneyeinstitute.com.au/about/quality-and-safety/in-safe-hands-program)



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