



**MetroRehab**  
HOSPITAL

## **BUSINESS POLICY**

MetroRehab Hospital is committed to providing a standard of rehabilitation services to maximise patient clinical outcomes and functional independence. This commitment is realised through the provision of inpatient and day rehabilitation programs tailored to each patient under a multidisciplinary care. This includes:

- Medical
- Nursing
- Physiotherapy
- Occupational Therapy
- Exercise Physiology
- Speech pathology
- Dietetics
- Social Work
- Clinical Psychology
- Music Therapy

The primary objective of the hospital is to enable customer confidence and satisfaction through a continuous improvement approach when delivering rehabilitation services. This will be achieved and recognised through a reliable business management system, certification to AS/NZS ISO 9001:2016 and the National Standard Quality and Health Service (NSQHS) Standards, and adherence to relevant statutory regulations.

Our relationship with our customers - patients, doctors, staff, health funds, referrers and shareholders, will determine the effectiveness of the services we deliver. These relationships will be enhanced through:

- respect for the individual;
- customer feedback;
- a business management system that fosters quality care;
- an enthusiasm for improvement;
- staff development;
- the Hospital Board's undertaking to link technology and resources with customer needs; and
- an environment that compliments the delivery of the health care service.