



QUALITY POLICY

Hayatabad Medical Complex is committed to provide **optimal healthcare services to patients** through an effective quality management system focusing on continual improvement for achieving excellence in healthcare services.

Delivering high-quality healthcare services for each patient in HMC is the core priority of quality management system which is achieved by actively engaging stakeholders within a regulatory compliant environment guided by quality objectives and strategic direction of HMC.

In order to maintain quality standards, the **top management and team of HMC strives for:**



Achieving patient satisfaction and meeting stakeholder's expectations



Complying with legal, regulatory and other applicable requirements



Improving facilities, technologies, healthcare infrastructure and the skills of staff to cope with the emerging discoveries in medical sciences



Facilitating conducive, safe and ethical work environment, equipped with state of the art technologies for our staff/patients and other interested parties



Ensuring the right quality of health services from external providers



Setting quality objectives, measuring results & continually improving quality of Healthcare Services

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