



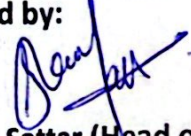


QUALITY POLICY

At IMC, we put our hearts in everything we do and live our values by doing what is right for the well-being of our patients and colleagues.

We provide patient-centered healthcare services, guided by the principles of integrity, respect, excellence and access to equitable patient care.

We are committed to:

- Keep patients' needs and safety at the center of all decisions
- Develop a system and culture of continuous improvement across the hospital
- Provide a safe environment through effective risk management to enhance the outcomes of care and patient experience
- Seek and value patient feedback, as a primary basis of improvement in our service quality
- Select and develop health professionals to better deliver quality health care services
- Comply with all applicable requirements of accreditation, laws and regulations

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