

## Our Mission

iSIGHT Clinics and its staff are committed to excellence in eye care, by providing our patients the highest standards of clinical care and ophthalmic expertise and by supporting our patient, and their families, throughout their treatment with us.

## Our Shared Values

Our mission to provide the upmost care and safety for our patients, and staff is at the heart of everything we do and demonstrated through our core values:

- To have the highest standards of clinical care and expertise
- To be caring and compassionate
- To show our patients courtesy and respect, at all times, irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem
- To fully explain and involve our patients in any planned care, treatment, aftercare obtaining permission before giving any treatment
- To be open, honest, and trustworthy, by giving straightforward and truthful answers about their treatment (including any associated risks and explain their consequences), or care
- To safeguard the privacy of our patients, making sure that information is not passed on without the patient's permission, except to other healthcare professionals directly involved in their care
- To provide a safe, pleasant, and welcoming environment where patients are treated in a professional and caring manner
- To promote good health and wellbeing to our patients through education and information
- To deal promptly and sensitively with any complaints and apologise where appropriate