

QUALITY ASSURANCE

Viva Fertility Clinic is dedicated to consistently provide the utmost quality of service to our patients, staff, visitors, gametes, and embryos placed under our care. To achieve this, we uphold the following guiding principles.

Effective Care

Our goal is to consistently achieve outstanding success rates, targeting 90% for patients with favorable prognoses, 80% for those with challenging conditions and 95% cumulative pregnancy rates.

Patient-Centered Care

At the heart of our services lies a deep respect for the individual needs and values of our patients. We strive to meet and exceed the expectations of our patients, ensuring a satisfying and fulfilling journey to parenthood experience for our patients. In an environment where their preferences and values guide every medical decision.

Confidentiality

We are committed to upholding the highest standards of confidential protocols, ensuring that all information shared by patients and staff are kept strictly confidential. This commitment fosters a deep sense of trust within our patient/staff community.

Health and Safety

We are committed to upholding the highest health and safety standards for our patients, staff, and visitors. Additionally, we ensure that gametes and embryos under our care are handled with utmost care and respect. Our adherence to strict health and safety protocols ensures a secure environment throughout all procedures and treatments.

Enhanced Accessibility

Viva Fertility Clinic is dedicated to offering high-quality, cost-effective fertility treatments. We have designed our clinic to be a welcoming space for a diverse array of patients, ensuring that our life-changing services are within reach for all who desire them.

Transparency and Accountability

We are committed to maintaining clear and open lines of communication throughout all our operations and being accountable for the quality of care we provide. By ensuring patient education and offering comprehensive information about their treatments, thereby enabling informed decision-making.

Professional Integrity

Professionalism is the cornerstone of our service. We consistently invest in continuous professional development and training for our staff, ensuring that our team exemplifies the pinnacle of professional conduct and expertise.

Sustainable Practices

We are committed to sustainable practices. Our focus on sustainability ensures that we balance innovative healthcare with social and environmental responsibility.

Continuous Improvement

Viva Fertility Clinic is dedicated to continuous improvement in pursuit of our quality objectives. Our commitment extends to staying up to date with the latest advancements in assisted reproductive technology and medicine. Through regular reviews and updating of our quality management system, monitoring our working practises and protocols, and setting Key Performance Indicators, we strive to lead the way in assisted reproductive health care.

Feedback and Suggestion

At Viva Fertility Clinic, we value input and feedback from our patients, staff, and relevant professionals. We consider complaints as opportunities for re-evaluation to improve the quality of care we provide.

Viva Fertility Clinic
Quality Assurance
VFC/QPO/02.23
Version 2.0, Issued November 2023


Clinical Director/CEO

