



## ACTION STATEMENT

1. We believe EVERYONE is entitled to **exceptional, accessible, quality health care**, and our goal as a team is to ensure our patients receive the most **patient-centric** service possible, for the best outcome possible, in any way possible.
2. We **respect** our patients and expect them to respect us. We treat all patients as individuals, each with their individuality, identities, & unique needs.
3. We will constantly **assess** relevant parameters to improve ourselves. We will ensure self-improvement is an integral part of our practice, and seek continued training to be up-to-date with the most current and evidence-based therapies, and stay on course for continual improvement in all aspects of our service.
  4. We will achieve our goals with the utmost **integrity**.
5. We will be **innovative** and be early adaptors of intelligent technology.
6. We will treat our staff as our family. We aim to grow our staff to be **future leaders** and independent health providers who work well in a team environment.
7. We understand that we operate in a private capacity, and must follow the rules of any **good business**. We will refrain from excesses and corporatisation. MYH will always embody the meaning of a “family practice”.
8. We aim to **reduce excesses**, both in form of time, energy, resources, complexities & redundancies, while keeping an eagle-eyed focus on generating extra revenue streams, bonuses, services based on best practice. We will not overburden our patients with costs, yet not under-value our service.
9. We will **grow** our practice organically by focusing on local and national issues, which affect all Australians, and also help our partners in business to grow also.
10. We value those in our community who need our services the most. And will seek avenues for public education and improving general **community awareness** of good health practices.