

Quality policy

Our goal is to take the best possible care of our clients in every respect – medical and organisational, with a personal approach. Everything we do at Canadian Medical is focused on maximum client satisfaction. Strong emphasis is placed on preventive care. We fulfil this commitment by providing primary and specialised medical care, as well as other preventive programmes.

Our vision:

Following our integration into the EUC healthcare group, the largest provider of outpatient services in the Czech Republic, we want to continue to increase the quality of care and provide premium services with an individual approach to all of our clients from the Czech Republic, as well as those from abroad. We strive to take the best possible care of our dynamically growing clientele and to react quickly and operationally to negative circumstances that are currently affecting healthcare (impacts of epidemics, vaccination) and to accept new challenges in the provision of modern healthcare (virtual clinic).

The following principles comprise the firm foundations of our strategy:

- provide high-quality medical care with emphasis on continuous qualitative changes.
- build loyalty among our clients through the provision of medical care with a maximally individual approach with strong emphasis on the time efficiency of the provided services.
- achieve strong revenue growth through expansion of both the client base and the services provided on the current and future markets.
- build the Canadian Medical brand, which represents a premium provider of prepaid healthcare services in the pleasant environment of our clinics.
- achieve the highest possible level of operational efficiency through information technologies and active management of our medical-care system.
- provide and ensure optimum medical care in all of our healthcare facilities and through our network of contracting doctors and state-run facilities and institutions.
- offer our employees a dynamic working environment with the possibility of career growth.
- reflect the needs of our clients and respect contemporary trends through the use of the virtual clinic.
- provide clients access to information from their medical documentation in a simple and clear form in the myCanadian application.
- the company's management is committed to ensuring that this policy is up-to-date so that it always corresponds to the nature and scope of our activities.
- fulfil the organisational-quality requirements of external assessment bodies.

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Mgr. Markéta Billová
CEO Canadian Medical