BHT QUALITY

BHT Pol Standards Book

Version 2.4. This is a sample document and does not contain the real standards.

1. Management and Responsibilities

POL.1.1 **Medical director and responsible physician.** The medical director and responsible physician are assigned in writing.
To ensure the centre's management and responsibilities are clear.

POL.1.2 **Quality lead.** A person has been assigned responsibility for quality processes.
To ensure the centre's management and responsibilities are clear.

POL.1.3 **Services and specialties.** The services and specialties provided are kept defined and current.
To ensure the centre's management and responsibilities are clear.

2. Patient Experience

POL.2.1 **Informed consent.** Patients are informed in a language they understand before treatment and consent is obtained.
To ensure patients are informed throughout and their rights are protected.

POL.2.2 **Appointments and admission.** The appointment and admission process for international patients is defined.
To ensure patients are informed throughout and their rights are protected.

POL.2.3 **Complaint handling.** Patient complaints are recorded and answered.
To ensure patients are informed throughout and their rights are protected.

3. Clinical Quality and Safety

POL.3.1 **Patient identification.** The patient's identity is verified with at least two identifiers before procedures.
To ensure outpatient diagnosis and treatment are delivered safely.

POL.3.2 **Infection prevention.** Hand hygiene and sterilisation processes are monitored.
To ensure outpatient diagnosis and treatment are delivered safely.

POL.3.3 **Emergency response.** Emergency equipment is ready and staff are trained.
To ensure outpatient diagnosis and treatment are delivered safely.

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POL.3.4 **Medical records.** A complete medical record is kept for every patient.

To ensure outpatient diagnosis and treatment are delivered safely.

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