



Quality Policy

At DaVita we provide top quality services, and the care for patient health is the sense of our operation

At our dialysis clinics we provide patients suffering from chronic kidney disease with high quality medical care based on clinical knowledge, education and innovation. The care for the health of our patients is the basis for all DaVita's processes and actions. We strive to make our processes safe, we assign them clear goals and use our resources in a flexible manner.

Consistency of words and actions: we honestly express our beliefs and act according to them. We enjoy trust because we have earned it.

Therefore, we are a trustworthy partner for our patients, employees, local public institutions, self-governments and external service providers and product suppliers. We work in line with applicable requirements, provisions and regulations.

Team: one for all, all for one! We work together – we have common plans, culture and goals.

We share our knowledge, competences and experience on a daily basis in order to ensure the high quality of provided services and to care for our patients as best we can.

Continuous development: we do not rest on our laurels; we always ask: "What can we do better?"

We constantly improve our actions, processes and provided services. We work on projects as a team and systematically achieve set goals taking into account the quality, costs and time. Continuous development allows for increasing the safety and trust of our patients and employees.

Responsibility: we do not say: "It is not my fault" or "It is not my business". We take responsibility for fulfilling our obligations – whether individual or relating to the entire organisation. We take full responsibility for the results.

Satisfaction: we feel rewarded – individually and as a team – because what we do in our work is consistent with our goals and dreams.

Happiness: we are happy with what we do. We know that medical care is a hard work but even hard work may bring happiness. We treat our work seriously but we also feel that creating a happy workplace for our team helps us care for our patients better. We strive for perfection and it makes us happy.

We believe that thanks to such an approach we provide our patients with the best possible care.