

# Mission & Vision & Values

## Our Mission

To provide quality medical care that answers the needs of patients & their families from the diverse communities we serve ..... daily.

## Our Vision

We will be a leading and respected multi-specialty & tertiary care hospital in the region.  
We will earn the loyalty of our patients by being the hospital that delivers patient-focused excellence and continuously-improving service levels.  
Our endeavour will be to enhance predictability of treatment costs.  
We will be the hospital of choice for our full-time and visiting doctors by providing excellent infrastructure and work environment.  
Our performance will meet benchmarked stakeholder values.

## Our Values

### Service

: We consistently strive to meet needs of our patients and their families. All our staff, whether they provide direct care or support services, must exhibit a high level of compassion while serving those who have chosen to receive care at our hospital.

### Integrity

: Our actions are always guided towards doing the honest, right thing.

### Accountability

: We all take responsibility for our daily decisions and actions and their collective outcomes.

### Respect

: We treat each other and our patients with respect, in spite of diverse backgrounds and cultural differences.

### Teamwork

: Working together allows us to accomplish more than what we can achieve individually.  
We continuously develop personal skills and knowledge.

### Safety

: We have concern for the safety of patients, employees and visitors. We comply with recommended safety measures and environmental regulations.



**BHAILAL AMIN GENERAL HOSPITAL**

AN ISO 9001:2000 INSTITUTE