

MY CLINIC Mykonos Quality Policy

The vision of both the Management and Staff of MY CLINIC Mykonos is for the Company to become synonymous with reliability and the provision of high-quality services in the Cyclades region.

Our goals at "MY CLINIC Mykonos" include:

- Provision of personalized healthcare services that meet patient needs, desires, and privacy.
- Establishment of a safe and friendly environment for patients and their escorts/caregivers during their stay.
- Strict compliance with current European and national legislation, as well as all relevant regulations that arise from them.
- Provision of services that incorporate the latest medical and technological advancements.
- Monitoring of key operations using a framework of indicators, which we continuously review and update.

The achievement of such goals are accomplished through:

- Continuous improvement of patient/escort/caregiver satisfaction.
- Nonstop staff training and specialization.
- Sustained modernization of equipment.
- Ongoing improvement of the effectiveness of our Quality Management System.

The Management and Staff at "MY CLINIC Mykonos" are committed to:

- Regular monitoring of technological developments, along with staff training and updates.
- Ongoing upgrades to our equipment.
- Regular improvement of our services aimed at enhancing patient satisfaction.
- Ensuring the security and confidentiality of client information.
- Safeguarding the personal data of patients and employees in compliance with the European General Data Protection Regulation (GDPR).
- Overseeing Company clinical operations and integrating them into departmental procedures through a structured framework of approvals and training.
- Sustained provision of top-quality healthcare, safety, and customer support.
- Ongoing monitoring of operations using a framework of indicators updated at regular intervals.
- Strict oversight and control of clinical operations, including potential clinical risks.
- Ongoing improvement of the effectiveness of the Quality Management System.

Chief Executive Officer