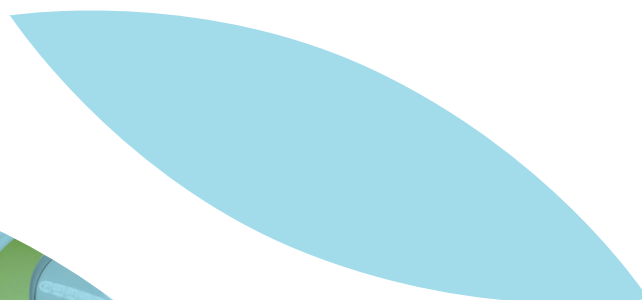




Vision
Hospital Group
Your care. Our focus.



**Vision Hospital Group
Day Surgeries**

Enjoy world-class facilities
in a boutique setting.



Centres for surgical excellence

On behalf of the Vision Hospital Group, I warmly invite you to consider opportunities for expanding your surgical service at our boutique day surgeries.

With a dedication to serving the unique needs of surgeons and their patients, we have built our day surgeries on the belief the practice of surgery deserves a highly focused, specialist environment in which surgeons are supported to do their best work and patients experience a more pleasant surgical journey.

At our day surgeries, you will enjoy access to world-class technology and equipment supporting best-practice techniques, while your patients receive outstanding, professional care in well-appointed facilities. You will also have the confidence of knowing our day surgeries are expertly managed by a long-established and

experienced provider, Vision Eye Institute, which operates numerous surgeries and clinics throughout Australia and internationally.

We look forward to welcoming you to our day surgeries.

James Thiedeman
CEO and Managing Director

What our day surgeries offer



Vision Hospital Group provides surgeons with state-of-the-art operating suites and specialist theatre teams in an expertly managed, no-fuss environment.



WIDE RANGE OF SURGICAL SPECIALTIES

Services to accommodate a wide range of surgical specialties



OUTSTANDING PATIENT CARE

Commitment to outstanding patient care and optimal outcomes



BOUTIQUE CENTRES

Boutique, professionally run centres to enhance the clinical experience and facilitate efficient patient flows



A STRONG TEAM OF HIGHLY SKILLED STAFF

Strong working relationships and a focus on teamwork



FLEXIBLE SESSIONS

Flexible rostering to suit surgeons' individual requirements



STATE-OF-THE-ART TECHNOLOGY

Dedication to investing in state-of-the-art technology and equipment



CONVENIENT FACILITIES

Convenient facilities for surgeons and patients (e.g. parking, flexible payment options)



SELF-FUNDED PACKAGES

A service to help increase your patient base



FULL ACCREDITATION

Full accreditation against ISO 9001 and National Safety and Quality Health Services Standards



Why choose us?

State-of-the-art facilities across a range of specialties

Our day surgeries offer the ideal operating solution for smaller/solo surgical practices, across a wide range of specialties including:

- ophthalmology
- dental
- pain management
- orthopaedics
- general surgery
- plastic surgery
- ENT
- gastroenterology
- dermatology.

We are also happy to consider complementary specialties in our theatres.

We are dedicated to providing state-of-the-art equipment and technology to support the latest surgical techniques, optimise patient outcomes and ensure patient comfort at all times. Examples of some of our technology include Alcon LenSx® Femtosecond Laser System, Alcon Centurion® Vision System, VERION Digital Toric Marker, reinforced operating tables and premium-quality instrumentation. Our Windsor Gardens Day Surgery has also installed the CANEXIST™ Endoscope track and trace software – a first for the Asia-Pacific region.

Support, flexibility and convenience

You will have the benefit of our friendly, highly experienced administrative and specialist theatre teams – led by an on-site General Manager/Director of Nursing – who ensure patient comfort and safety as well as efficient turnaround times. Our staff will always make you and your patients feel welcome, which even extends to speaking a range of languages other than English, including Mandarin, Cantonese, Malaysian, Filipino, Vietnamese, Korean and Italian (depending on the location).

Our theatre rosters offer you the convenience of flexible session frequency, and you will generally be able to work with the same theatre staff on every list – we strive to foster strong, consistent working relationships at our day surgeries.

You can also expect convenience when you work with us. Our day surgeries are well located, and most have ample parking for surgeons and patients. We provide on-site change-room facilities, including lockers, as well as theatre scrub garments available in a range of sizes. We also offer tea/coffee facilities and light refreshments (at a minimum).

Self-funded packages for uninsured patients

Increase your patient base by joining our SurgeryAssist service, which offers uninsured patients the option of a fixed, all-inclusive fee that is paid prior to surgery.

Patients also have access to additional payment options through our partnership with LatitudePay – a buy now, pay later (BNPL) provider.

Our team oversees all SurgeryAssist enquiries and payments, allowing you to focus on operating.

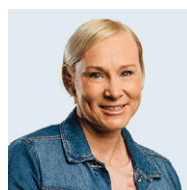


A commitment to the highest standards

All of our day surgeries are fully accredited against National Safety and Quality Health Services Standards (mandatory) and ISO 9001 (optional), with an on-site Director of Nursing to lead the clinical support team.

We also have a National Quality and Safety Manager, who works with our Directors of Nursing to oversee our quality standards and risk management.

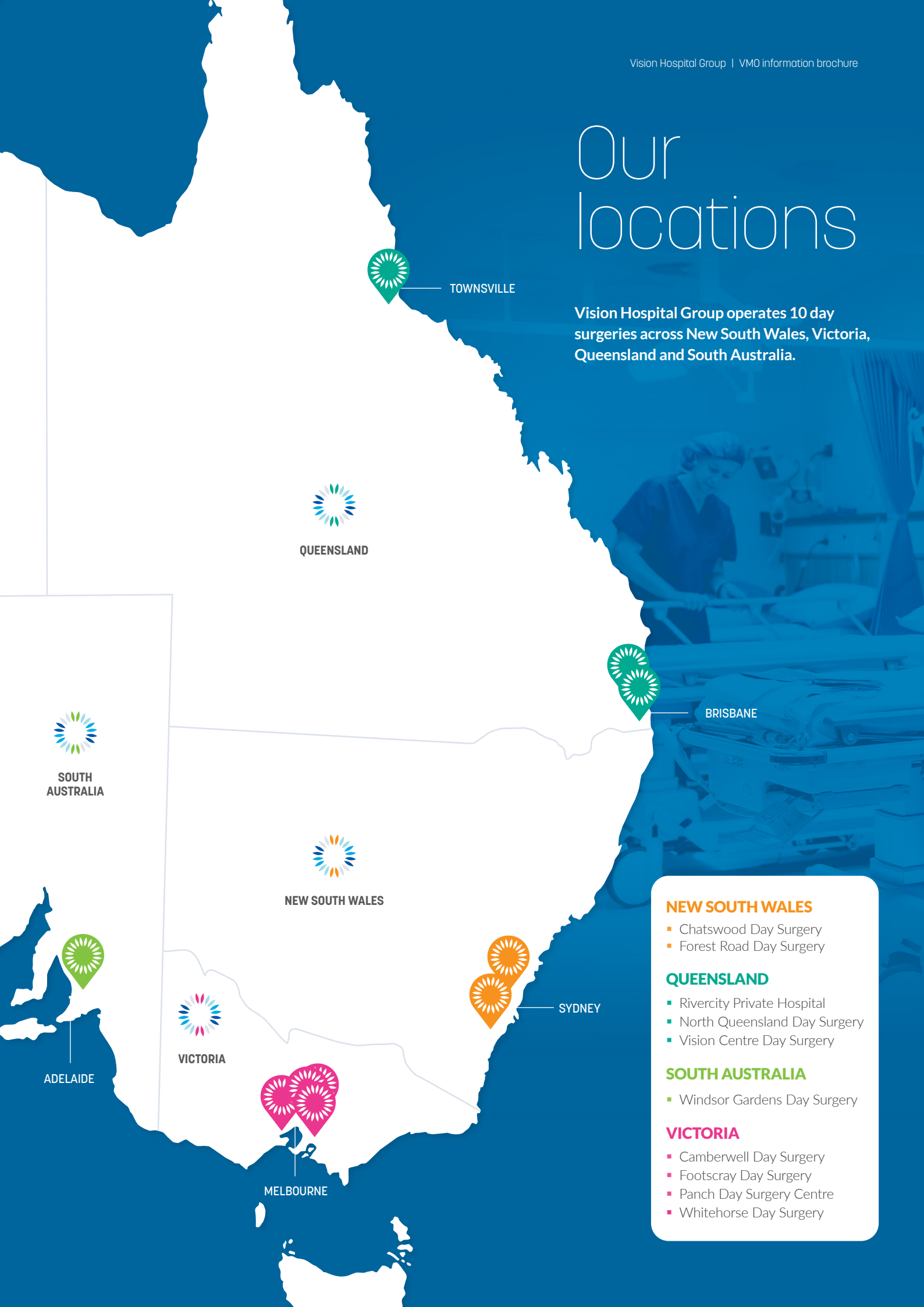
“Auditors comment on how enjoyable it is to audit our facilities because of the standard of Clinical Governance and the high quality of systems and processes that we have in place.”



Kylie Bennett
National Quality and Risk Manager

Our locations

Vision Hospital Group operates 10 day surgeries across New South Wales, Victoria, Queensland and South Australia.




SOUTH
AUSTRALIA


ADELAIDE


QUEENSLAND


NEW SOUTH WALES


VICTORIA


MELBOURNE


BRISBANE


SYDNEY

NEW SOUTH WALES

- Chatswood Day Surgery
- Forest Road Day Surgery

QUEENSLAND

- Rivercity Private Hospital
- North Queensland Day Surgery
- Vision Centre Day Surgery

SOUTH AUSTRALIA

- Windsor Gardens Day Surgery

VICTORIA

- Camberwell Day Surgery
- Footscray Day Surgery
- Panch Day Surgery Centre
- Whitehorse Day Surgery



In Safe Hands program



As Australia's largest private ophthalmology provider and operator of ten day surgeries, our aim is to deliver world-class care to patients by focusing on the quality and safety of our services. We promise to provide a safe and comfortable environment for your patients' medical care – here's how.

Safety first

Infection control

- **Hand hygiene** – Our staff are trained in the 5 moments of hand hygiene (before touching a patient, before a procedure, after a procedure, after touching a patient, after touching a patient's environment) and our clinics and day surgeries undergo regular auditing of these moments.
- **Social distancing** – Strict social distancing is enforced in our clinics and day surgeries, and additional safeguards have been implemented where possible (e.g. splashguards installed on slit lamps).
- **Face masks** – Masks are worn by staff, patients, carers and other visitors to the clinic when required by government directive or state health department advice.
- **Check-in process** – We maintain an accurate register of everyone who enters the clinic or day surgery after completing our screening questionnaire.
- **Regular cleaning** – We frequently disinfect all surfaces in our waiting rooms, consulting rooms and reception areas throughout the day and clean our clinics daily.

Emotional safety and wellbeing

- **Respect** – Our staff will treat patients and carers with respect and courtesy at all times.
- **Confidentiality** – We will respect the privacy of patients and maintain patient confidentiality at all times.

- **Informed decisions** – We will empower patients to make informed decisions about their medical care by providing the relevant information. Patients and carers are encouraged to ask questions and/or request more information as necessary (the potential benefits and risks of any medical or surgical procedure that has been discussed).
- **Complaints** – Any complaints will be investigated in a respectful, timely and confidential manner, and we will update our quality and safety processes where appropriate.

Commitment to quality

- We implement a patient-centred care approach to improve the healthcare experience and outcomes for our patients.
- We train all staff and ensure they are aware of their roles, responsibilities and accountabilities with regard to quality and safety.
- We are guided by and abide by a strong values set. Your patients' health, well-being and safety matters to us, so we prioritise it at every step of their care.
- We have in place quality management systems that meet the requirements of the ISO 9001 standards – although internationally recognised, these standards are voluntary in Australia.
- We regularly review all aspects of our services relating to quality and safety.

FOR MORE INFORMATION VISIT:

[VISIONHOSPITALGROUP.COM.AU/ABOUT-US](https://www.visionhospitalgroup.com.au/about-us)

Our vision and values

Vision Hospital Group brings together world-class surgeons, purpose-built facilities and state-of-the-art technology to ensure the best possible outcome for patients.



MEDICAL SOVEREIGNTY

We will ensure company policies and procedures facilitate medical sovereignty.



OPERATIONAL EXCELLENCE

We will grow our business through operational excellence, while delivering sustainable levels of shareholder value.



ACCOUNTABILITY

We will be accountable to our patients, our colleagues and Vision Hospital Group for the provision of quality patient care, our personal efforts and the culture we create.



INTEGRITY

We will be open and honest in our clinical and business practices to protect the integrity of Vision Hospital Group and each employee.



EXCELLENCE

We will set the highest standards in everything we do.



TEAMWORK

We believe success depends on teamwork at all levels of our organisation.





A smooth operation

Dr Paul Athanasiov

As one of the original surgeons at Windsor Gardens Day Surgery in Adelaide, Dr Paul Athanasiov has seen it quickly grow into an efficient, expertly managed, state-of-the-art surgical centre.

An ophthalmologist who specialises in cataracts and corneal conditions, Dr Athanasiov has been operating at Windsor Gardens since January 2019. The surgery was impressive right from the outset, according to Dr Athanasiov. 'It's a brand-new, purpose-built facility with all the latest technology, the theatre layout is great, there are plenty of windows and it's a lovely physical environment to work in.'

Windsor Gardens also offers excellent administrative support, flexibility and convenience for surgeons. 'Despite the inevitable challenges that come with any new set-up, in a short space of time it's become an enviable centre that at least rivals any other day surgery I have seen.'

'To give you an example, the list management here is extremely good, and has recently been bolstered by our Surgical Order software. Meanwhile, the rostering is very flexible – if you want to change or add to your list, it's very easy to do so.'

The patient experience is another important feature of Windsor Gardens, says Dr Athanasiov. 'Patient safety and care are first-class, and in my time here the patient experience has been 100% positive. That begins right from the time patients arrive because it's easy for them to park, and of course there's the convenience of a short stay for procedures that might otherwise be done in hospital. Another big advantage is the proximity of the surgery for people in the local area, which means they don't need to drive all the way into the city for appointments.'

Dr Athanasiov is confident that Windsor Gardens will become an even more attractive place to work over time. 'Everyone here is committed to continually improving the service – it's a friendly, accommodating team that is always looking for ways to ensure a better experience for surgeons and patients alike.'

'If you're a surgeon looking for a modern, well-run day surgery, I would definitely recommend Windsor Gardens to you.'



DR PAUL ATHANASIOV
WINDSOR GARDENS DAY SURGERY

“

**IF YOU'RE A SURGEON
LOOKING FOR A MODERN,
WELL-RUN DAY SURGERY,
I WOULD DEFINITELY
RECOMMEND WINDSOR
GARDENS TO YOU."**

DR PAUL ATHANASIOV



“

**EVERYTHING RUNS LIKE CLOCKWORK,
WHICH MINIMISES WAITING TIMES
FOR BOTH SURGEONS AND PATIENTS.**

**I'VE WORKED AT LOTS OF DIFFERENT
DAY SURGERIES OVER THE YEARS,
AND PANCH IS DEFINITELY
THE MOST EFFICIENT.”**

DR NIMA PAKROU



A surgery that runs like clockwork

Dr Nima Pakrou

With experience in operating at various day surgeries over the years, Dr Nima Pakrou believes Panch Day Surgery Centre is the most efficient, well-managed surgery he has worked in.

Dr Pakrou, an ophthalmologist whose specialties include cataract surgery and oculoplastics, has been operating at Panch for more than 5 years. 'I started here soon after the centre opened. At that time, Preston was crying out for a day surgery like this, because it's a huge growth area,' says Dr Pakrou.

'When I first toured the surgery, I was immediately impressed by its aesthetic appeal – it's a modern, clean and beautiful-looking facility with state-of-the-art technology.'

According to Dr Pakrou, Panch is particularly notable for the way it is managed day to day. 'It's a super-efficient surgery – everything runs like clockwork, which minimises waiting times for both surgeons and patients. I've worked at lots of different day surgeries over the years, and Panch is definitely the most efficient.'

'Another feature that sets Panch apart from other places where I've worked is that it has all the latest equipment. Every instrument I've ever needed has been available, which is especially important in the event of rare complications. It's so reassuring to operate in a surgery that I know has the equipment and expertise for any situation.'

This commitment to quality flows through to the standard of patient care, according to Dr Pakrou. 'Panch always scores very highly in accreditation assessments, which is no surprise. Aside from the facilities themselves, the staff here are very well-qualified and have a wealth of experience.'

Dr Pakrou says the future of Panch is bright. 'There are plans in place to expand the facility and add new equipment, which is exciting because it will offer more options for surgeons who are interested in joining us. It's a great place to work – I can't recommend it highly enough.'



Join a day surgery that meets your unique needs

We warmly invite you to take a tour, meet our dedicated staff and learn about our flexible theatre-session packages.

Contact us for more information about how we can work with you to complement your surgical services.

Corporate Office

Level 13, 412 St Kilda Road
Melbourne VIC 3004

T: 03 8844 4000

F: 03 8844 4099

enquiries@visionhospitalgroup.com.au

visionhospitalgroup.com.au

