



# QUALITY CHARTER

## OUR VISION

A Doctor for every Kenyan - in support of the goal of Universal Health Coverage (UHC) in Kenya

## OUR MISSION

To leverage technology to provide high quality & affordable primary health care available on-demand

# OUR VALUES



### Obsess over quality

*Everything we do in our clinical and business operations prioritizes the quality of the service we offer.*



### Make a difference daily

*The people we serve matter to us, and we will work not just to solve their clinical problems today, but to support and maintain their health long into the future.*



### Do the right thing

*When we focus on our client's needs, all else falls into place.*



### Innovation at a fast pace

*In striving for excellence, we will not let time be a hindrance. We will move forward quickly with utmost safety to achieve the best clinical and healthy lifestyle outcomes for our clients.*



### Integrity always

*We will build trust through transparency, driven by data.*



### Empathy and compassion

*We treat our clients, colleagues and ourselves with empathy, compassion, and respect.*

# OUR QUALITY PROMISE



HealthX Africa makes high quality primary health care, including mental health and nutrition, accessible, affordable, convenient, and equal. We use the power of digital technology to reach every user with quality primary health care services wherever they are, whenever they want, and as often as they need. Our dedication to providing care at the highest level is reflected in our transparent approach to reporting our quality data and treatment outcomes. We believe that this evidence-based approach is the true way to demonstrate value to our patients.

Your best health and wellbeing is our first priority. We guarantee you licensed and registered caregivers who have your best interests at heart, and technology and an environment designed to perform the highest standards of safety and effectiveness.

We commit to providing quality care that is safe, timely, efficient, effective, equitable, accessible, and centred on what you need, not driven by cost. We will adhere to the highest guidance on data protection and confidentiality, so your information is secure and private. We will constantly evaluate and iterate our systems to ensure there are no incentives for fraud in how we operate. By following the most up-to-date medical evidence and guidance, measuring and analysing our data, and constantly improving our practices based on those data, we aim for the best possible health outcome and long-term wellness for you, and every client who accesses our services.

## **This is our Quality Promise to you.**

**If you feel we have not lived up to our Quality Promise and would like to discuss this further or lodge a complaint, please:**

- I. Call us on 0800 720 795 and speak to a Care Coordinator  
24 hours a day, 7 days a week**
- II. Email us on [support@healthxafrica.com](mailto:support@healthxafrica.com)**

**Your experience and your feedback matters to us. We want to hear from you.**