

OUR COMMITMENT IS TO THE PATIENT

We are a General Hospital where humane and personalised treatment is paramount and where, every day, the entire Hospital de Molina team works to maintain its commitments to quality and excellence.

We provide healthcare in which the patient comes first, in line with the constant evolution of the health sector: fast, with high scientific and technical quality and efficient use of available resources.

We cater for patients from the Murcia Health Service (SMS - Servicio Murciano de Salud), insurance companies and private health providers with top professionals to care for their health.

For all these reasons, we are *Your Trusted Hospital*.

1

MISSION

To provide assistance that covers the majority of public health needs in a safe and accessible manner and with an optimal level of technical quality, which meets the needs and expectations of our stakeholders, through a deep commitment towards them and the environment, working with different institutions and participating in different initiatives, all in a framework of social and environmental responsibility in order to contribute to developing a healthier, more aware and egalitarian society.

To encourage research and educational programs that contribute to the training of hospital professionals and the health education of the local inhabitants of Molina de Segura and the Vega Media district.

The hospital has its own management model called the “Molina Model” which is based on the improvement of efficiency and quality in a comprehensive, versatile and dynamic way and with

the best professionals, committed to the organization and close to our different Interest Groups.

VISION

We want to provide comprehensive services and attention to the health needs of our patients, based on equality and welfare, technological excellence and service.

We want to become the top health partner of the Murcia Health Services and the various insurance companies in order to maintain an efficient network of hospitals and medical centres that meet the health needs of the population.

We want to be a benchmark for the health sector and society through our innovative impulse and continuous improvement of quality in healthcare, management, research, teaching and social responsibility.

2

VALUES

CUSTOMER-ORIENTED. We consider the patient as an active consumer that demands good communication and individualised treatment. We work to achieve their satisfaction and trust.

RESPECT AND CONFIDENTIALITY in the patient-physician-hospital relationship.

TEAMWORK, through a cohesive group of professionals with a high degree of involvement with the institution, coordinating all the processes to achieve all-round organization. Continuous improvement is everyone's concern.

COMMITMENT TO EDUCATION AND AWARENESS in all issues related to health, integration and equality.

COMMITMENT TO EFFECTIVE EQUALITY AND WORK INTEGRATION of people with disabilities and at risk of social exclusion.

EFFECTIVENESS AND EFFICIENCY that contribute to the rational use of the medical supplies and resources available.

SERVICES

- Health-enhancing physical activity
- Anaesthesiology and Resuscitation
- Cardiology
- General and Gastrointestinal Surgery
- Maxillofacial Surgery
- Paediatric Surgery
- Plastic and Reconstructive Surgery
- Vascular Surgery
- Digestive System
- Hospital Pharmacy
- Physiotherapy
- Gynaecology and Obstetrics
- Diagnostic Imaging
- General Medicine
- Internal Medicine
- Neurophysiology
- Neurosurgery
- Neurology
- Nutrition and Dietetics
- Odontostomatology
- Ophthalmology
- Paediatrics
- Podology
- Psychology
- Rehabilitation
- Traffic Accident Service
- Traumatology and Orthopaedic
- Surgery

- Osteopathy Clinical Unit
- Smoking Addiction Unit
- Body Damage Assessment Unit
- General Emergency Service
- Paediatric Emergency Service
- Trauma Emergency Service
- Urology