



# Clinical Governance Policy

## Purpose

At Aurum Health, clinical governance is the structured and intentional framework through which we ensure the highest standards of client care, safety, and clinical excellence. Rooted in our values—Attuned, Refined, and Reciprocal—this policy safeguards the integrity of our model and upholds the trust placed in us by clients and clinicians alike.

We exist to create space for deeply personal, relationship-managed healthcare. Clinical governance ensures that such care remains safe, effective, and continuously improving.

## Scope

This policy applies to all clinicians and contracted health providers working with or through Aurum Health, including general practitioners, nurses, health coaches, and any allied health practitioners engaged in the delivery of care.

## Policy Statement

This policy sets out Aurum Health's commitment to transparency around clinical governance and the highest standards in continuous improvement.

## Procedures

### Key Domains of Governance

#### Clinical Effectiveness

All clinical care must reflect evidence-based practice tailored to client aspirations and needs.

Clinicians must stay current with professional development and scope of practice expectations.

Continuous audit and peer review processes are in place to maintain and improve clinical outcomes.

#### Client Experience and Safety

Care is delivered in a way that is unrushed, private, and dignified.

Feedback loops are embedded within the client journey to refine service offerings.

All services are governed by Aurum's Scope of Care Policy and Privacy Statement.

#### Risk and Incident Management

All clinicians must report incidents, concerns, or near misses via Aurum's internal escalation process.

A no-blame culture is encouraged to support learning and transparency.

In cases of serious or sentinel events, an internal clinical review will be undertaken and may involve external experts.

#### Credentialing and Compliance

All clinicians must maintain active registration, indemnity insurance, and annual certification as required by their professional body.

Contractor compliance with these standards is outlined in our Service Agreements.

## Confidentiality and Data Integrity

All care is delivered via secure, encrypted telehealth platforms.

Clinical notes and health records are maintained in accordance with the Health Information Privacy Code 2020.

## Engagement and Feedback

Clients and clinicians are encouraged to provide feedback through structured channels:

- Post-consult summaries and feedback invitations.
- Annual audits of clinical outcomes and client satisfaction.
- Escalation pathways for complaints or concerns via [help@aurumhealth.nz](mailto:help@aurumhealth.nz)

## Continuous Improvement

Clinical governance is a living function. Aurum Health:

- Reviews this policy annually or following any significant event.
- Embeds improvement through team reflection, peer review, and external audit.
- Invites both clinicians and clients to be active partners in service evolution.

## Responsibilities

**Clinical Director:** Provides oversight and leadership of all clinical matters. This includes review of incidents, continuous improvement and management and recommendations for clinical operation of Aurum Health Limited.

**Relationship Managers:** Liaise between clients and clinicians, ensuring continuity, documentation, and feedback are upheld to Aurum standards.

**Quality & Safety Lead (where appointed):** Monitors systems, incidents, and outcomes to support continuous improvement.

**Independent Advisors:** External clinical peers may be engaged for audit, review, or escalation matters where needed.

**Directors:** To provide the resources and decisions necessary to implement recommendations to enhance clinical outcomes and governance of Aurum Health Limited.

## Related Documents

Scope of Care Guidelines

Feedback and Complaints

## Document Control

Aurum Health Limited schedules regular reviews for Policies. However, we also take a proactive approach to policy maintenance based on learning, best practice and feedback. Because of this, be sure to regularly familiarise yourself with our policy set to ensure that you are aware of the most recent version. Do not rely entirely on the review date planned, as a new version may already be available.

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