

# Healthcare Standards Directorate

## WHO WE ARE

The Healthcare Standards Directorate is committed to fostering a culture of service excellence across all establishments that impact public health and patient safety. Our mission is to safeguard the public by ensuring that healthcare services—both public and private—adhere to high-quality, safe, and accountable standards. We achieve this through rigorous inspection, licensing, and regulation of diverse health-related facilities, while promoting transparency, dignity, and client-centered care. We actively engage stakeholders in developing national standards, monitor healthcare performance, and support continuous improvement through education, feedback, and enforcement. Our dedicated team works tirelessly to guide and support service providers in delivering safe, effective, and accessible care. Through collaboration, professionalism, and innovation, we strive to protect public health and uphold the values of independence, fairness, and trust.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link: <https://healthcarestandards.gov.mt/en/services/>
- o The template is complementary to the Patient Charter, which may be accessed on this link: [Patients\\_Charter\\_EN.pdf](#)

## WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 - 20 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [healthstandards.sph@gov.mt](mailto:healthstandards.sph@gov.mt)
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5-10 working days from the date of request. However, appointments may be dependent on directorate waiting lists and urgent requests, which may take priority.

## HOW TO CONTACT US

- o Healthcare Standards Directorate, Outpatients Department Level 1 St Luke's Hospital, Gwardamangia Pieta' PTA 1010 Malta
- o Monday to Friday: 07:30-14:30 Weekends, & Public Holidays: Closed
- o <https://healthcarestandards.gov.mt/>
- o Contact us: [healthstandards.sph@gov.mt](mailto:healthstandards.sph@gov.mt) - +356 2595 3324 / 3330