

Mater Dei & SAMOC Hospitals

WHO WE ARE

The Customer Care department manages all public communications with Mater Dei Hospital (MDH) and Sir Anthony Mamo Oncology Centre (SAMOC). The Department handles all patient, family, and third-party requests or concerns as well as appreciation and positive feedback.

Our Customer Care officials are well-versed in the daily operations of the hospital and, in most cases, will be able to assist with requests or queries immediately. When not possible, the officials liaise with the relevant wards or departments to provide the necessary feedback. Customer care also facilitates meetings with clinicians and administration when required.

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://materdeihospital.gov.mt/en/others/customer-care/>
- o The template is complementary to the Patient Charter, which may be accessed on this link: [Patient's Charter - The Department](#)

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 30 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients/Patients are expected to: Present their ID card with 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: customercare.mdh@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 30 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

Requests for appointments will be answered within one (1) working day. The date of the appointment will be established according to the Patient Charter. Even though other matters can take priority depending on the Department's waiting lists or any other urgent requests.

HOW TO CONTACT US

- o Mater Dei Hospital, Customer Care Office, Main Foyer, Mater Dei Hospital, Msida, Malta
- o Monday to Sunday, including Public Holidays, from 07:45 - 19:45
- o [*Customer Care - The Department*](#) - + 356 2545 0000
- o Contact us: customercare.mdh@gov.mt - +356 2454 4184 - +356 2545 0000