



Maryland Department of Health and Mental Hygiene Customer Service Overview

The vision of the Maryland Department of Health and Mental Hygiene (DHMH) is lifelong health and wellness for all Marylanders. At DHMH we work together to promote and improve the health and safety of all Marylanders through disease prevention, access to care, quality management and community engagement.

DHMH proudly serves 100% of all Marylanders through programs, services and access to care. Maryland's health care delivery system consists of public and private hospitals, nursing homes, outpatient clinics, home health care services, hospices, providers, and health educators, among others. As a public health department, our goal is to improve the health status of our customers and to ensure access to quality health care. We are responsible for helping each individual live a life free from the threat of communicable diseases, tainted foods, and dangerous products. To assist in our mission, we regulate health care providers, facilities, and organizations, and manage direct services to patients.

The DHMH Customer Service Promise describes our approach. Customer Service activities include:

1. Upholding our commitment of responding to all Public Information requests (PIA) in a timely, transparent manner within 30 days.
2. Ensuring state employees and managers continue to improve customer service skills through formal training and classes on best practices in customer service.
3. Improving timely responses through the Governor's controlled correspondence system.
4. Increasing the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
5. Improving the social media messaging and presence across DHMH and respond to all social media inquiries within 24 hours.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor · Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

6. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

The Department's Action Plan focuses on the five points of the Customer Service Promise and identifies efforts to improve in those areas. The combination of department-wide projects and office specific projects allows the agency to improve the overall customer service culture and generate broad buy-in from staff before moving into more complex customer service projects addressing standard feedback and performance measures.

DHMH is committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website located here: www.dhmh.maryland.gov.

[Click here](#) for our three question customer experience survey.