



MARYLAND Department of Health

Maryland Department of Health - Customer Service Overview

The vision of the Maryland Department of Health (MDH) is lifelong health and wellness for all Marylanders. MDH staff and other State agencies work together to promote and improve the health and safety of all Marylanders through disease prevention, access to care, quality management and community engagement.

MDH 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. 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.

MDH has an Office of Constituent Services (OCS) which is a unique support and services office located in the Office of the Secretary. OCS functions as the primary customer service center by providing information, services and assistance. All constituent inquiries, concerns, and requests for assistance are addressed promptly and courteously.

MDH 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. Managing all constituent inquiries through a web-based portal that streamlines efficiency across the Department.
5. Increasing the number of services the State provides online so that citizens and businesses can utilize self-service, as appropriate.

THE CUSTOMER SERVICE PROMISE

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.


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6. Improving the social media messaging and presence across MDH.
7. 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.

MDH 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.health.maryland.gov.

If you have a constituent issue, please complete the following form:
<https://health.maryland.gov/Pages/contactus.aspx>

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