



## Maryland Institute for Emergency Medical Services Systems Customer Service Overview

The Maryland Institute for Emergency Medical Services Systems' (MIEMSS) mission is to provide the resources, leadership, and oversight necessary for Maryland's statewide Emergency Medical Services system to function optimally and provide effective care to patients by reducing preventable deaths, disability, and discomfort. In carrying out our mission and consistent with the Governor's Customer Service Initiative, we will continue to provide the highest level of customer service to our internal and external customers.

MIEMSS customers include volunteer and career EMS providers, medical and nursing personnel from trauma and specialty care centers and emergency departments, as well as the general public. Each MIEMSS employee is responsible for delivering exceptional customer service by providing customers with respectful, timely, and knowledgeable responses to inquiries and interactions.

The MIEMSS' Customer Service Promise describes our approach. Customer service activities include:

1. **Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence.** For example, we will acknowledge all email inquiries within 24 hours of receipt.
2. **Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.**
3. **Improve the processing times of agency services to help citizens and emergency services providers accomplish their transactions with MIEMSS.**
4. **Increase the number of services that MIEMSS provides online so that citizens and emergency services providers can utilize self-service, whenever appropriate.**



**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.

5. **Update online publications, forms, FAQs, and pertinent information on our website so that citizens and emergency services providers can find relevant information quickly and accurately.**
6. **Use social media to help get the word out about services, events, and news to provide citizens and emergency services providers with information important to them.**
7. **A three question Customer Experience Survey is available on our website for citizens, emergency services providers, and businesses to provide feedback.** Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website at [www.miemss.org](http://www.miemss.org).

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