



Office of the Health Officer

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Maura J. Rossman, M.D., Health Officer

July 5, 2017

Governor Larry Hogan has launched the **Customer Service Initiative**, a program to improve customer service across Maryland state agencies. It is, and always has been, my goal as your Health Officer to provide the best care possible to the residents of Howard County.

You have a right to care that is respectful of your personal beliefs, cultural, and spiritual values. You also have a right to things being clearly explained to you in terms that you understand, and for your questions about the care and services you receive to be fully and politely answered.

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.

Your feedback is important and will be used to improve the service we provide. I can be reached by email at mrossman@howardcountymd.gov or by phone at 410-313-6363. Please let us know how we are doing so we can better serve you.

Sincerely,

A handwritten signature in cursive script that reads 'Maura J. Rossman MD'.

Maura J. Rossman, M.D.
Health Officer
Howard County Health Department