



Customer Satisfaction Assurance Office



The Department of Health and Medical Services is undergoing major changes to enhance its services. In line with Dubai Government's initiatives to deliver quality across all public services, DOHMS have created a new section called "Customer Satisfaction Assurance Office" the objective of this section is to address patients' queries and complaints primarily finding quick answers and solutions. The service is to provide proactive help, whenever and wherever it is required across all of DOHMS' premises.

Caring for a Health Service

Care staff will help get the best out DOHMS' services. They ensure you to get the finest treatment possible, wherever you need it. Care officers guarantees the rights of each patient to the best healthcare available. As well as they will assist you in every possible way while you receive treatment from DOHMS hospitals and clinics. They will also work tirelessly to improve the efficiency and quality of the health service. Care officers are ready to listen to your comments /complaints and experience, within DOHMS services, and act on them. They promise to respond quickly to your calls for help and guidance.

Customer Satisfaction Assurance Office is working hard to drive the Department of Health and Medical Services into the 21st Century and beyond and ensure that DOHMS will always deliver a world-class health services in line with Dubai Government's vision.

Customer Care officers' are provided with a mandate to offer solutions by cutting across all the organizational hierarchy and reporting straight to the Director General.

Customer Satisfaction Assurance Office contact numbers:

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