

# Pharmacy of Your Choice (POYC)

## WHO WE ARE

The Pharmacy of Your Choice Unit (POYC) was established in 2007 with the primary objective of administering the Pharmacy of Your Choice Scheme, which provides free medication to entitled patients through community pharmacies. POYC is dedicated to achieving excellence in providing the highest quality pharmaceutical service in a patient-centric environment. This objective is achieved through a culture based on teamwork and organizational learning.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link: <https://poyc.gov.mt/en/poyc-scheme/the-pharmacy-of-your-choice-national-scheme/>
- The template is complementary to the Patient Charter, which may be accessed on this link: [Patients\\_Charter\\_EN.pdf](#)

## WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 20 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- Contact us as per details shown here: [info.poyc@gov.mt](mailto:info.poyc@gov.mt)
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Appointment services are not offered.

## HOW TO CONTACT US

- Pharmacy of Your Choice Unit, St Luke's Road, Gwardamangia, Malta
- Monday to Friday: 08:00-13:00; Weekends, & Public Holidays: Closed
- <https://poyc.gov.mt>
- Contact us: [info.poyc@gov.mt](mailto:info.poyc@gov.mt) - +356 2248 1800 (Malta) +356 2156 1606 (Gozo)
- Through Social Media:

