

Malta National Poisons Centre

WHO WE ARE

The Malta National Poisons Centre is the national service providing expert advice on the prevention, assessment and management of poisoning. We support the public and healthcare professionals with timely, evidence-based guidance on exposures to medicines, chemicals, household products, plants, and venomous or poisonous animals.

Our core service is the National Poisons Helpline: 1774. This dedicated telephone line is staffed by trained healthcare professionals who provide immediate risk assessment and clear, practical advice to support the safe management of poisoning cases. For members of the public, we aim to offer reassurance, particularly in low-risk exposures, ensure prompt referral when further medical care is required, and reduce unnecessary emergency department visits where appropriate.

Beyond the helpline, the MNPC contributes to public education, professional training, toxicovigilance, and the development of clinical guidance.

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://mnp.gov.mt/en/our-services/>

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 contact us by letter or email

We will send an acknowledgement within 1 working day from receipt of your letter or email. Although we accept communication via email for operational and educational purposes, we do not provide toxicology or poisoning advice via email.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect.

WE VALUE YOUR FEEDBACK

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

- Contact us as per details shown here: mnp.gov.mt
- Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

HOW TO CONTACT US

- Malta National Poisons Centre, Malta Life Sciences Park, San Gwann SGN 3000, Malta
- Monday to Sunday: 08:00-20:00
- <https://mnp.gov.mt/en/>
- Contact us: mnp.gov.mt – Helpline: 1774
- Through Social Media:

