

SMS Notifications from MDH (Mater Dei Hospital)

The Ministry for Health and Active Ageing is continuously refining security and transparency in its Hospital System. As part of this, we will be sending updates using SMS notifications to the mobile numbers registered in the hospital patient administration system (CPAS).

The sender will show as MDH on the recipient's phone.

There will be a two-fold process:

1. ONE-TIME SMS NOTIFICATION IN 2025.

As from the 24th February 2025, MDH will send one SMS to each mobile number registered in the Hospital System, notifying the details of the individual. The SMS text from MDH will read:

“SMS notifications for Mater Dei appointments for *John Doe* ID *9999999M* will be sent to this number. If you are not the correct recipient or have for queries, please contact us on e-mail: pmioffice.health@gov.mt or [Contact](#).”

This SMS will be sent to the public in batches, according to patients' recorded date of birth on the Hospital System.

This SMS will be sent to all mobile numbers recorded in the Hospital System. Should the recipient no longer wish to receive SMS notifications, please contact us on:

pmioffice.health@gov.mt

[Contact](#)

Individuals who have an e-ID can log a request to update details on Detailupdate.mdh.gov.mt

2. CHANGES IN PERSONAL DETAILS

As from 1st March 2025, whenever a change is made in the **patient details within the Hospital System** (mobile number, name, address or SMS notification set to ON/OFF), the recipient will receive an SMS notification on the registered mobile number. The text of the SMS from MDH will read as follows:

After change in Telephone number

“Dear *John Doe*, this is to inform you that this contact number has been updated for ID *9999999M* in our hospital IT systems. If you require any further assistance, please do not hesitate to contact us on pmioffice.health@gov.mt or [Contact](#).”

After SMS notifications is set ON

“Dear *John Doe*, this is to inform you that your contact number has been set to receive medical notifications from our hospital IT systems for 9999999M. If you require any further assistance, please do not hesitate to contact us on pmioffice.health@gov.mt or [Contact](#).”

After SMS notifications is set OFF

“Dear *John Doe*, this is to inform you that your contact number has been set to no longer receive medical notifications for ID 9999999M. If you require any further assistance, please do not hesitate to contact us on pmioffice.health@gov.mt or [Contact](#).”

After patient name is changed

“This is a notification for *John Doe* that name/surname has been updated for individual ID 9999999M. If you require any further assistance, please do not hesitate to contact us on pmioffice.health@gov.mt or [Contact](#).”

After patient address is changed

“This is a notification for *John Doe* that personal address has been updated to 1 Triq idDonaturi tad-Demm, Imsida for individual ID 9999999M. If you require any further assistance, please do not hesitate to contact us on pmioffice.health@gov.mt or [Contact](#).”

When a complainant requests changes, a verification process is effected and details falling in the above categories are then requested and changed accordingly.

An individual who has an e-ID can log at any time and request to update details in the Hospital System from: Detailupdate.mdh.gov.mt
