

Meal Ordering using CBORD Patient App: Information for Clinicians



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

Introduction

The CBORD Patient App is now live across all Western Health sites.

CBORD Patient allows patients or their families to self-order meals directly via the App on their own phone or tablet. This will help to support patients in Isolation, and reduce the movement of Menu Monitors throughout the hospital.

FREQUENTLY ASKED QUESTIONS

ACCESS & SECURITY

- **How does a patient access the CBORD Patient App?** Patients download the App from the Apple or Google Play store. They will need to sign in using their own mobile device or on the Communication iPads available on each ward.
- **Is there a cost?** The App is completely FREE for patients to download and use.
- **Does a patient have to create an account?** Creating an account is optional. However the patient would need to re-enter their details each time they want to place or check their meal order.
- **What about Security?** The App is very secure. It accesses our hospital systems using a Virtual Private Network (VPN). Personal health information is NEVER stored in the App or on mobile devices.

ORDERING MEALS USING CBORD PATIENT

- **Can all patients use the App?** Yes, the App is available to all admitted patients. However it may not be suitable for every patient situation. For patients on diets where a choice is currently not offered (for example Clear Fluids), they will not be able to make a selection. Patients will only be able to order meals after their diet order has been entered in EMR.
- **What if the patient does not want to use the App?** Where possible staff from Food Services will still visit or phone daily to take meal orders. If this is not possible patients will receive a paper-menu.
- **What if the patient misses ordering a meal?** If a patient has not placed an order in the App or with a Menu Monitor, Food Services will prepare a default meal based on their requirements.
- **What about patients who are unable to use the App independently?** Family members can use the App to order meals on behalf of the patient. They just need to have the required details to create an account or log-in. They can use the App within the hospital while they are visiting or from outside the hospital. The App can also replace the paper menus completed by

a family member for patient who are unable to order meals. However meals must be ordered each day.

- **What happens when the patient is discharged?** Patients will not be able to use the App once they are discharged. They must be admitted to use it.

SPECIAL DIETS

- **What if the patient needs a special diet?** Only food and fluids which match the patient's diet order and allergies are shown in the App. For some patients this may result in less choices. If this is too restrictive it may be necessary to review the diet order; especially if this includes multiple diet modifiers. Please discuss this with the Menu Monitor or ward Dietitian.
- **How are diet order changes handled?** The App is always connected to the CBORD Food & Nutrition system used by Food Services. This receives information from EMR in real-time. If the diet order changes, the new order is applied in the App right away and the patient selections are changed if they are no longer compliant with the new diet order.

HINTS and TIPS

- The patient **MUST** have a diet order in EMR to be able to order a meal. If a patient is unable to make an order please check you have ordered their diet.
- There are **NO** reminders or notifications to tell patients when to order their meal. We recommend patients order one day ahead - that is **TOMORROWS** meals today.

The last time patients can order their meal is

	FOOTSCRAY	SUNSHINE	JKWC	WILLIAMSTOWN
BREAKFAST	6.00am	6.00am	7.00am	6.00am
LUNCH	9.30am	8.30am	12.00pm	10.00am
DINNER	1.45pm	1.00pm	5.00pm	2.00pm

- The time 'End time' for meals displayed in the App is not the correct for sites outside of JKWC. This cannot be removed as it will impact on the service within JKWC. However it will also allow patients admitted between the above cut-off time and the End time to order a meal.
- Patients **CANNOT** change their meal order after it has been placed, unless the diet order is changed. We suggest patients review the choices for all meals before selecting and placing the order.
- If your patient needs to make a change to their meal selections, please contact the Menu Monitors who can delete the previous selections and this will allow the patient to re-order their meal.

This document 'CBORD Patient App: Information for Clinicians', and the associated 'CBORD Patient App: Information for Patients', are also available on the [Food Services intranet page](#).