



## Room Service

allowing patients to eat with their visitors. The system tracks guest trays and links them with patients' orders for efficient meal preparation and delivery.

### **Integration with Nutrition Service Suite®**

CBORD gives your operation a truly unique room service experience. By integrating with Nutrition Service Suite's (NSS) diet office capabilities, you get powerful clinical tools that make it easy to ensure safety and compliance with prescribed diets, while increasing patient satisfaction.

### **Options for Patients Who Can't Call**

NSS provides a way to designate which patients are capable of ordering for themselves and which are not. For those patients unable to participate, your staff may use a wireless tablet that allows them to easily take orders at the patient's bedside. In many cases a family member will order for the patient and can call a number of orders in at once. The system allows orders to be stored until a set time.

### **Tray Monitoring via a Web Browser**

The CBORD system has the ability to monitor the progression of the room service order from the time a ticket is printed in the kitchen to the time the food tray is delivered to a patient or guest. Tray Monitoring lets you quickly find the location of any tray, and it will alert you when a tray's progress falls behind the expected time for preparation and delivery stages. The system records duration information for each stage of every order, allowing management to analyze data to improve operational efficiency.

## For Healthcare Facilities

### **Overview**

Go beyond traditional food service by providing hotel-style room service to your patients and guests. Room Service from CBORD® is a call-center room-service-automation system that can be added to extend your clinical diet office capabilities. Equip your operation with comprehensive, clinical room service that is both easy to install and price competitive—not to mention popular with patients. It is a proven way to increase patient satisfaction, resulting in an increase in Press Ganey scores.

### **Think About Your Priorities**

- Keeping patients healthy and safe
- Providing great service to increase patient satisfaction
- Reducing overall food costs

Room service is rapidly becoming the standard service method in healthcare facilities across the nation. CBORD's Room Service systems are widely installed, well proven, and fully integrated with our diet office and production systems.

### **Enhance the Patient Experience**

Room Service gives your patients choice and puts them in control of their meals, while still complying with their special dietary restrictions. Patients get the food they want, when they want it—providing better nutrition when they need it most. You can also use the guest tray feature to capture additional revenue while

## Benefits

- **Increase patient satisfaction**
- **Improve patient nutritional intake**
- **Generate guest tray revenue**
- **Reduce overall food costs**
- **Streamline call-center operations**
- **Integrate with CBORD's Diet Office, ensuring patient safety**

Powered by

**NSS** Nutrition Service Suite®

# Room Service

## Tray Monitoring (continued)

Once this data has accumulated, hospital staff will have the information to achieve better work flow by adjusting staffing schedules or changing other factors that affect tray delivery. They will be alerted when problems occur and can then manage patient expectations accordingly.

## Protect Patient Safety

An HL7 Diet Orders interface with your hospital's information system is available, providing you with real-time diet information for your patients. Room Service confirms each item for dietary compliance, ensuring that the patient does not receive a food he or she should not eat. Clinicians can enter patient-specific notes in NSS, which are always accessible to staff taking room service orders.

Monitoring and managing diabetic patients, especially those who are insulin dependent, is another critical aspect of ensuring patient safety for a room service operation. The system allows you to establish nutrient goals for each diet, as well as for individual patients by meal and by day. Seeing this dynamic nutrient tracking and comparison to goals on the screen helps staff guide patients to make appropriate choices. Whenever an insulin-dependent patient begins to place an

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order, an insulin alert displays on the screen and an indicator will print on the Room Service tray slip. In addition, the meal-tracking feature provides a history of all food items that were served to each patient.

## Improve Your Operations

With Room Service, your dietary staff members spend less time on paperwork and more time with your patients. In addition, your facility will experience

- reduced plate waste and cost per meal,
- improved patient and food service relations, and
- fewer nutritional errors.

With better control, you will have fewer misdirected and lost trays. You can reduce your inventory by knowing what foods you need and when you need them.

## CBORD's Master Nutrient Database

CBORD's Master Nutrient Database (CMND) is a combination of various nutritional databases, provisional tables, and manufacturers' data that provides nutrient information on over 19,000 foods. Make it easy for call-center operators to determine if patient selections are nutritionally appropriate by putting this comprehensive nutrient data at their fingertips.

## HIPAA Compliance

Room Service also supports your HIPAA compliance program by providing security administration tools to control which employee views which patient's data. Audit reports track system access, enabling you to monitor the activities of your users, as well as which patient records they have entered.

## Comprehensive Solutions

CBORD provides food and nutrition management, cashless card, and integrated security solutions to more than 6,000 organizations. Our focus is on comprehensive solutions that increase revenue, reduce costs, guard patient safety, improve patient satisfaction, and integrate systems seamlessly.

## Innovative Products

Our innovation is customer driven. Working in partnership with users, we listen to the industry's evolving needs and develop solutions to keep you a step ahead.

## Dedicated Service

The quality of our products is made greater by the caliber of our employees. Through open dialogue with you, our customers,

CBORD strives to not only meet, but exceed your expectations; we are committed to providing superior service in all aspects of our customer relationships. You can reach us twenty-four hours a day, seven days a week, and know you have a team dedicated to your satisfaction and success.

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