

Room Service

Phone Ext 3663

Commencing

- Tuesday 6 December 2016

What is Room Service?

- Hotel style room-service model
- Patients are able to order freshly prepared meals anytime between 6:30 am and 7 pm
- Meals are delivered within 45 minutes of ordering

Why?

- Improve patient safety
- Increase nutrition intake
- Improve patient satisfaction
- Reduce food waste

Where?

MMH & MMPB	MHB	Salmon Building	Annerley Road
Level 8	8A	ICU	Level 4
Level 9	8B	MCPB	Level 5
Level 10	9A	MYAHCB	Level 6
Level 11	10B	Neurosciences	
Level 12	CCU		

*Areas not included above will be informed of food ordering procedures separately

How?

Hours

Orders can be taken between 6:30 am – 7 pm and delivery occurs within 45 minutes

After Hours

Kitchen will continue to utilise pantry stock

Menu process

- Placed in room by Housekeeping staff
- Spare menus will be made available at each nurses' station
- For departments with public and private patients, rooms will be set with both public and private menus – nursing staff will ensure the irrelevant menu is removed prior to patient admission

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Types of Room Service

- **Room Service** – Patient orders for self (default)
- **Room Service Assist** – A Room Service representative visits patients to take their order
- **Set Menu** – Much like the traditional delivery method this is a set meal delivered at a designated time. This is for the patient who is unable, or does not want to participate in room service (affects approximately five per cent of patients)

Key Nursing Activities

- **Inform** – the patient and family about Room Service
- **iPM** – liaise with the ward clerk/admin to ensure patient information is in and/or updated in iPM
- **TrendCare** – enter diet information (as below)
- **Select the least restrictive diet code**

Example: Where a patient states they do not eat meat please make further enquiries before allocating 'vegetarian/vegan' diet. A vegetarian diet will restrict all meats and any product containing meat products e.g. yoghurt (as per Therapeutic Guidelines). For those patients who through discussion confirm they are not strictly 'Vegetarian/Vegan' – Select 'Normal Diet' and place in 'Nursing Notes' – 'Patient does not eat red meat'. This will enable the patient to then have a broader range of meal choices.

What do I tell the patient and family?

- Mater offers a hotel-style Room Service
- Meals can be ordered between 6:30 am – 7 pm
- Menu is available at bedside
- Phone extension **3663** to order
- Relatives may phone from outside the hospital to order for their loved ones on 07 3163 3663
- Discuss medications with food, tests and procedures booked

TrendCare

Once patient details are entered and/or updated in iPM enter the following information into TrendCare:

- Main diet Code +/- any modifications
- Identify patient as public or private

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- Room Service type
- Alerts
- Patient preferences
- Additives/supplements if required
- Food allergies

Other Useful Information

General Food enquiries/requests

- Phone extension **3663**

Alert Nursing Staff meal has been delivered

- Select 'Alert Nursing Staff' under 'Modifications'

Diet Unknown

- Under 'Main Diet' select ***New Patient Nursing Staff to Confirm***

Missed meals

- Call Centre will contact patient if 2 meals in a row are missed
- If patient is not contactable the Call Centre will contact nurse or dietitian
- 'Missed meals allowed' may be allocated in 'Dietary comments'

Morning Tea, Afternoon Tea and Supper

- Are all available and ordered by phoning the Call Centre **3663**

Patient not in bed

- Dining Host will return at end of meal deliveries to try and deliver
- Dining Host will leave a card that says: 'Sorry we missed you, please call **3663** ...'

