Meal Ordering

Standard hospital meal ordering workflows require patients to fill a paper order or phone in their order. In certain circumstances, staff must visit the bedside to provide menus and take an order, or patients may receive default trays. This results in a poor experience for the patient, creates additional task burden for clinicians and support staff, and is inefficient for the Food Services team.

Oneview's Meal Ordering app provides a unified digital meal ordering experience across market-leading Food Services systems, enabling patients and guests to order meals easily at their lesuire, designed to reduce the manual task burden for staff.

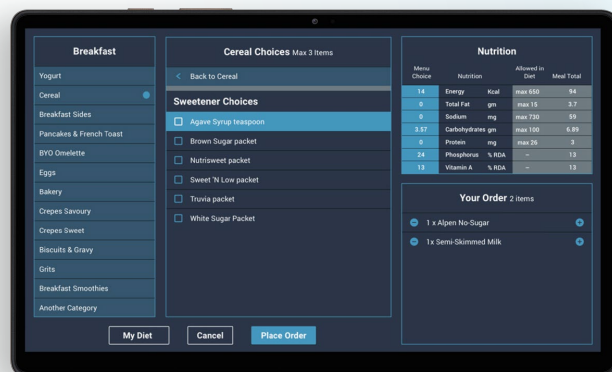### Convenience and control for patients and guests
Patients can choose from a personalized menu, appropriate to their diet needs, ordering at their convenience and controlling the time of delivery. Guests can also order digitally, with payments made through their Oneview device.

Automation to the kitchen
By enabling self-service, with digital orders sent straight to the kitchen, Food Services leaders may see fewer calls to the contact center or reduced need to visit patient rooms.

Reduction in waste
Patients choose what and when they eat from clinically-appropriate menus, encouraging optimal nutritional intake, and helping minimize food wastage.

Features

EHR Integration	HL7 integration with the EHR ensures Meal Ordering is only visible to patients with an appropriate diet order, so patients preparing for surgery and patients with eating disorders don't see menus. Patient allergies are also retrieved in real-time, enabling patients to check the allergies on record and make appropriate menu choices.	**Nutritional Information & Rules**	Nutritional and allergy information can be displayed, and nutritional rules enforced, to ensure patients order nutritionally-appropriate meals.
		Meal Schedule	Manage the timing of meals and provide the patient with delivery time options.
Food Services System Integration	API integration with market-leading Food Services systems including CBORD, Computrition and Morrison. Personalized menus are retrieved, and orders validated and placed in real-time.	**Guest Meals with Optional Payment**	Guests can also order meals, with card payment via Oneview or payment managed outside of Oneview.
		Language	Patients or their guests can order in their preferred language. Translations can be managed in Oneview or in the Food Services system.
Touch & Pillow Speaker Navigation	Patients can order from a touch-screen device or through the TV via a pillow-speaker or IR remote.		
Management of Food Restrictions	Handles restrictions set by the hospital Food Services system on the food and quantities a patient can order.	**Analytics**	Dashboards provide near-time insight into meal ordering utilization and trends at a unit, hospital and organizational level.

ⓘ A compatible Food Services system is required for Meal Ordering. Certain features are dependent on the capabilities of the Food Services system.

Value Delivered

- In a US pediatric hospital, up to 90% of meals are ordered digitally via Oneview. This site saw an 87% reduction in late and wasted trays after the introduction of digital meal ordering, and a 71% reduction in meal-related contact center calls.

The results shared by the customer relate to a single site. Other customers using the same product feature/s, may experience different results due to variables such as clinical workflows and adoption.

For more information or to arrange a demo,
contact **marketing@oneviewhealthcare.com**
or visit **oneviewhealthcare.com**

Oneview