



Patient meal ordering

Frequently asked questions

How do I order meals at PCH?

You can order meals using the **CBORD patient app**, available for download on any smartphone. Search 'CBORD patient' in the Apple App Store or Google Play or visit www.patient.cbord.com.

Who can place a meal order?

- **Patients aged 13 and older** can order meals independently.
- **Patients under 13** must have a parent or carer place the order.

What if I don't have my own device?

If you do not have a smartphone or need help ordering, ask a nurse to contact a **menu assistant**.

What are the meal service times?

Meals ordering hours are **between 6am and 5pm**, 7 days a week.

Choose your preferred delivery time during the meal service windows below.

Meal	Service time
Breakfast	6:45am to 9:45am
Morning tea	9:45am to 11:45am
Lunch	11:45am to 2:45pm
Afternoon tea	2:45pm to 4:45pm
Dinner	4:45pm to 7:45pm

What if I forget to place an order?

You can order meals for **now** or schedule them for **later today or tomorrow**, up to 2 hours before service. If you miss a cut-off, you'll need to order from the next available meal window.

A 'meal of the day' will be provided at dinner if you have not placed an order by 5:00pm. A 'meal of the day' will be provided at dinner if you have not placed an order by 5.00pm.

I attend school at PCH. When should I schedule my meals?

Please schedule meal deliveries during the following school break times.

- Breakfast: 6:45am or 7:30am
- Morning Tea: 10:15am



- Lunch: 12:15pm
- Afternoon Tea: 3:15pm
- Dinner: Any time between 4:45pm to 7:45pm (order must be placed by 5:00pm)

Make sure to order at least 2 hours before each meal service.

Why don't I see all the menu items in the app?

Menu options are tailored to your **dietary requirements**. To view all available items:

- Tap '**Categories**' in the top right corner.
- Browse through each category to complete your meal selection.
- There are limits on how many items you can order per category.

Can I order a meal for my visitor?

All parents or carers staying overnight with their child will automatically be provided with a breakfast pack. This does not need to be ordered via the CBORD app.

Parents who qualify for additional meals can order via the app until 5:00pm.

Please speak to your nurse regarding eligibility.

What if I am hungry after the kitchen closes?

If it's after 5:00pm and you're hungry:

- Ask your nurse for assistance.
- Visit the **onsite food outlets or vending machines**. [Go to the PCH website for details and opening hours](#).

I have allergies. Are meals safe for me?

Yes. Menu items are filtered based on your **recorded dietary needs**. Use the '**Categories**' feature to explore safe options.

Do I need to be at the hospital to place an order?

No. You can place orders from anywhere, including remotely and in advance, using CBORD.

Parents and carers can order for you from home, work or anywhere.

Can I remove ingredients I don't like?

No, ingredients cannot be removed from menu items. However, the menu is extensive, so there should be something for everyone.

Are there limits on what I can order?

Yes. There are limits per food category, and options are based on your dietary needs.

What happened to snack boxes?

Snack boxes have been replaced with **morning tea** and **afternoon tea** options.

