



Patient Meals

Patient meals can be ordered using the CBORD Patient App.

Meal Ordering Hours are between 6:00am - 5:00pm

Meal windows for delivery are:

Breakfast:	6:45am – 9:45am
Morning Tea:	9:45am – 11:45am
Lunch:	11:45am – 2:45pm
Afternoon Tea:	2:45pm – 4:45pm
Dinner:	4:45pm – 7:45pm

Meals can be ordered for 'now' or schedule an order for a selected time. **Make sure you place an order before the meal order cut off times.**

If you miss the breakfast and lunch order cut-off times, you will need to select something from the snack menu.

If you have not placed an order by 5:00pm, a 'meal of the day' will be provided at 6:00pm for dinner.

If you need help to order your meal, you can also ask a nurse to contact a menu assistant.

How to place an order

Step 1: Download the CBORD Patient app on your personal device

- Search for **CBORD Patient** in the [Apple App Store](#) or [Google Play](#) or visit patient.cbord.com.
- Or scan **QR code** located on 'order food here' poster in your room.

If you are 13 or older, you can place a meal order without parental guidance. If you are under the age of 13, you cannot place a meal order. Your parent or carer will need to place an order on your behalf.

Step 2: Creating an account

- Once in the app, you have the option to create an account, so you do not have to re-enter information to use the app again.
- Click on [Create an Account](#).

Note: If you do not want to create an account, there will be an option to '[Skip](#)' on the top right corner of the screen.

Step 3: Signing in

For patients

- Click on [patient](#) and confirm age.
- **If you are 13 or older**, you can place a meal order without parental guidance. Select '[Patient](#)', tick the '[I am at least 13 years of age](#)' box and then press '[Next](#)'.

For Parent/Carers

- Select '[Family or Friend](#)', tick the '[I am at least 13 years of age](#)' box and then press '[Next](#)'.

How to place an order continued

Step 3 continued: Follow these instructions when logging in to use the app

- **Hospital/facility ID:** enter 'PCH'.
- **Date of Birth:** DD/MM/YYYY.
- **Medical Record Number (MRN):** this is the ID number on your patient wristband.

Step 4: Ordering meals

You can order meals for today or tomorrow, up to approximately **2 hours before meal service**. Select the main meal you are ordering for.

- The **green dot** indicates the active meal window.
- The meal will be listed as '**Ended**' when menu requests have closed, and you will not be able to make selections.

Step 5: Choosing your meals

Menu items offered are tailored to your needs. They are based on your recorded diet requirements.

- To see all the menu items offered for the meal, click '**categories**' in the top right corner.
- Select the item you would like to order and click '**Add to Order**'. A **blue tick** will then appear in the right-hand corner.
- Keep moving through the food categories until you have selected everything you would like for your meal.
- There is a limit to the number of items that you can order from each food category. You can remove an item by clicking the red '**Remove**' button.

Step 6: Placing your order and set a meal delivery time

- To place your order, select '**Order Summary**' and select '**Delivery Time**'. **Review** all the items you have selected and change quantities if needed.
- To change your selections, use '**Back**' to return to the previous screen.
- Select '**Schedule Order**' and click '**Place Order**' when you are happy with your items. Then click '**Place**' in the pop-up screen.
- You can then return to the meal screen, and order your next meal, or log out.
- Your meal will arrive within 45 minutes of ordering.

Meal ordering during school hours

Choose one of the following times:

Breakfast:	6:45am or 7:30am
Morning Tea:	10:15am
Lunch:	12:15pm
Afternoon Tea:	3:30pm
Dinner:	Any time between 4:45pm - 7:45pm (order must be placed by 5:00pm)

If you are attending school during your stay at PCH, please schedule your meal deliveries during school breaks.

Make sure you place an order before the meal order cut off times. You can also ask a nurse to contact a menu assistant.