



Dining On Call (DOC) Program: FAQ

1. Where do patients get a menu?

Nurses/unit clerks will include an introductory letter and menu in the patient's orientation package once the patient is admitted and has a diet order. Menus to be provided to patients on all diet orders **except the following**: clear fluid, full fluid, Eating Disorder, and Kosher.

2. What if a patient is on a special diet?

If a patient is placed on a special diet such as clear fluid, full fluid, Eating Disorder, Kosher, they are restricted from placing a selection. A **standard tray is sent to these patients at set times for breakfast, lunch and dinner**. Please don't provide the patient with DOC menus.

3. How do units get DOC menus replenished?

When units are running short of DOC Menus, please complete **Diet Order Report Fax Sheet** and fax to 604-875-3625 and request additional menus, please specify type (Women's, Children, Regular or Diabetes) and quantity.

- Menus will be sent via pneumatic tube to Women's units.

- Menus will be sent via wait staff when they are delivering meals on the Children's units.

4. What to use for diet changes? Patient List with Notes OR Diet Order Fax Sheet?

Patient List with Notes (PLwN) will automatically print at the nursing station printer 3 times per day. Please send your completed PLwN to the following fax #. 604-875-3625. **Use this as your main document for diet changes and new admits and fax it before the critical cut off times.**

The critical cuts off times are as follows:

Breakfast: by 6:00 am

Lunch: by 9:30 am

Dinner: by 2:30 pm

Diet Order Change Report Fax sheet- used for **critical changes only** that missed the cut off time for PLwNs example: New admit at 3pm; send a Diet order change fax sheet as the last PLwN was sent at 2:30pm.

If the cut off time gets missed, we will still accept diet order change sheet on an individual basis in order for patients to order meals through DOC.

5. What if a patient doesn't have a diet?

For patient safety, if the diet office does not receive a diet order from the unit, the system will not allow the patient to order or receive a meal. To ensure patients are in the system in a timely manner and are able make a meal selection and receive a meal tray, please complete

both the diet order and allergy information sections. Do not write Diet as Tolerated (DAT), this is not an approved diet order and will not be accepted for the safety of our patients.

6. What if a patient is hungry when Dining on Call isn't available? Can they order 4 or 6 times a day?

Patients can call for their 3 meals between 6:30am and 6:30pm. The Nursing units are all stocked with ward stock for light snacks should a patient be hungry between meals or after hours.

7. My patient wants to order 3-4 entrees and 3 sides etc. but he/she is told only 1 or 2 max are allowed.

Food services are following the Lower Mainland Nutrition Standards and Diet Writing Guidelines. If patients are hungry, up to two entrees per meal will be provided. Dietitian or Physician approval is required for additional food.

8. Can guests also order from Dining on Call?

Dining on Call is only available for patients at this time. Some units offer programs where the unit will pay for companion meal, please check with at the nursing station. Retail operation is available between 7am-7pm Monday to Friday and 8am-6:30pm Saturday to Sunday.

9. Diabetic trays: All patients on a diabetes diet will receive a diabetes menu which outlines the carbohydrate contents of the food and the specific times they must call to place a meal order. Trays will be delivered to the nurse's station in Women's Hospital or the Team Care Station at the Teck-ACC building. Nursing will be delivering diabetes meal trays to patient bedside. This is due to some patients requiring a blood sugar test before they receive their insulin, therefore, food may need to be held before an insulin dosage.

Please ensure diabetic patients call between:

Breakfast: Before 7:30 am

Lunch: Before 11:30 am

Dinner: Before 4:00 pm

For children on a diabetes diet, standard meal trays will be sent for all three meals if an order is not received by the times noted above. For women on a diabetes diet, a standard breakfast tray will be sent if an order is not received by the time noted above. For lunch and dinner, the diet office will call the patient at 1:00pm for lunch and 5:00pm for dinner if no order has been placed. If no order is placed at this time, a standard tray will not be sent.

10. Contact Precaution and Isolation rooms: Food Services will deliver isolation trays to the Nursing stations. Nursing will be required to deliver these trays to patient bedside and also retrieve the soiled trays from these rooms. Soiled trays should be stored in soiled hold room or pass through in the TACC building.

Contact precaution room trays will be delivered at the door. Food services will hand the tray to a family member at the door, if no one in the room can come to the door, the tray will be left with nursing.

11. **Eating Disorder Meal Plan:** Patients on a “Meal Plan” diet order will have their trays and snacks delivered to the nursing station as per the current practice.
12. **Long Call Queue:** Patients can call between 2-4pm to pre order their next day’s meals to avoid long call queues.

