

QEII Hospital

How to order meals with the CBORD Patient App

What is CBORD

CBORD is the name of the patient food app used to order meals at QEII Hospital.

If you are a patient staying at hospital, you can order meals using the CBORD Patient App on your phone or smart device.

Your family or carer can also help place orders for you – from outside the hospital – using the app on their smart phone or device.

How to download the CBORD Patient app

1. Scan the QR code.

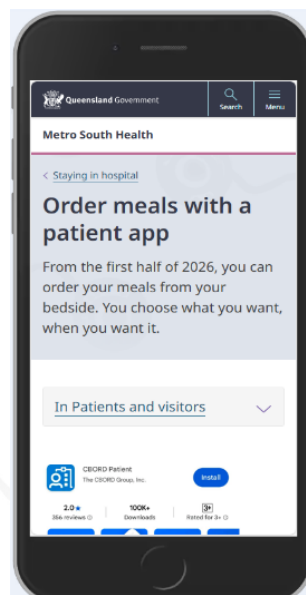
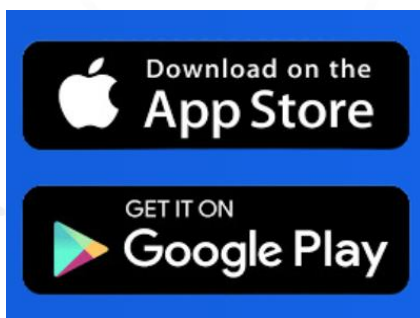


Tips

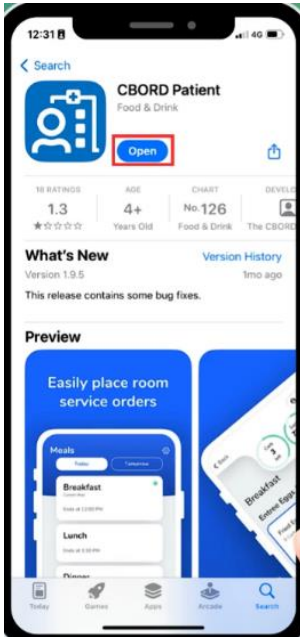
- QR codes are on the printed menus and Metro South Health (MSH) webpage, <https://www.metrosouth.health.qld.gov.au/patients-and-visitors/staying-in-hospital/order-meals-with-a-patient-app>
- Open your phone or smart device Camera app and point it at the code until a message box shows.
- Tap the box to open the link to download the app.

2. Tap on the icon to download the CBORD Patient App on the MSH webpage:

- Apple Store (iPhone), OR
- Google Play Store (Android).



3. Tap **Get/Install** to download the app on your smart phone or device.
Tap **Open**.



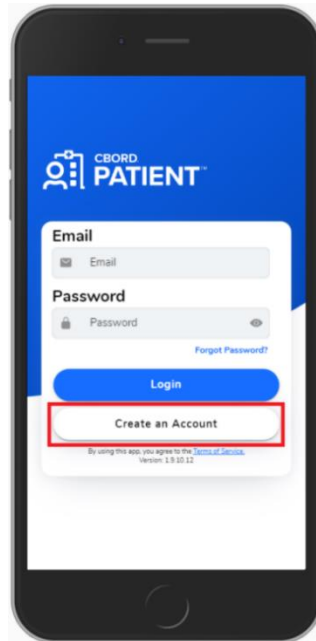
How to create an account and login

On the home page app, you can choose:

- Option 1 – Login (with an existing account), OR
- Option 2 – Create an account.



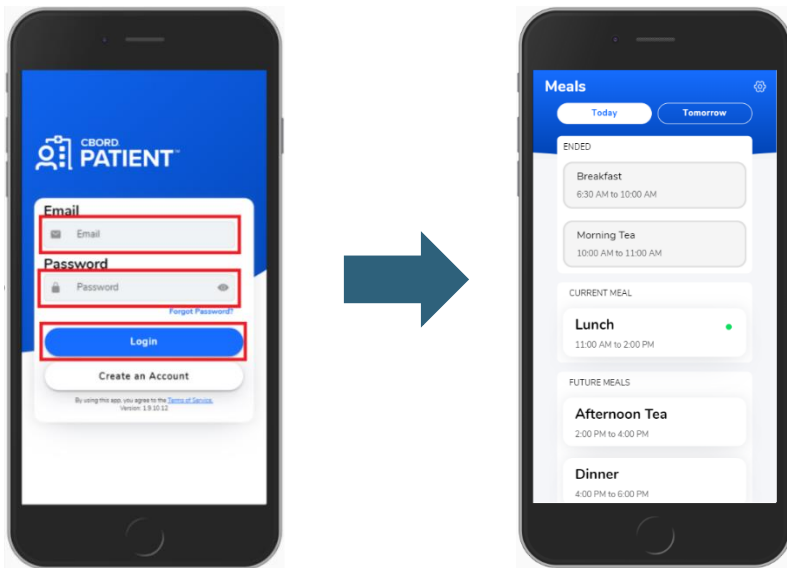
OR



Your personal information is collected in accordance with the Queensland *Information Privacy Act 2009* (Qld) (IP Act).

Option 1 – Login (with an existing account)

1. Enter your email address (used to create the account) and password.
2. Tap **Login**.
3. You will be taken directly to the **Meal selection** page.

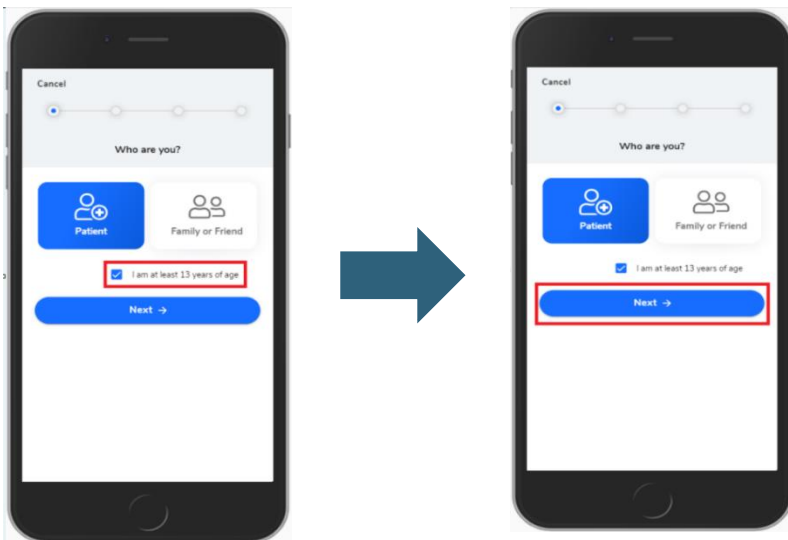


Option 2 – Create a new account

1. Select the **Patient** or **Family or Friend** tile if you are a family, friend, parent or carer ordering for a patient.
Tap **Next**.



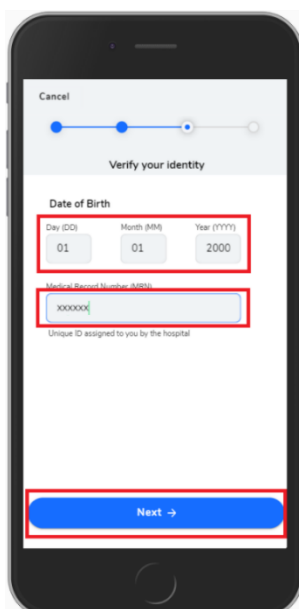
2. Tick the **check box** to confirm you are at least 13 years of age.
Tap **Next**.



3. Enter the Facility ID: **qeii**
Tap **Next**.

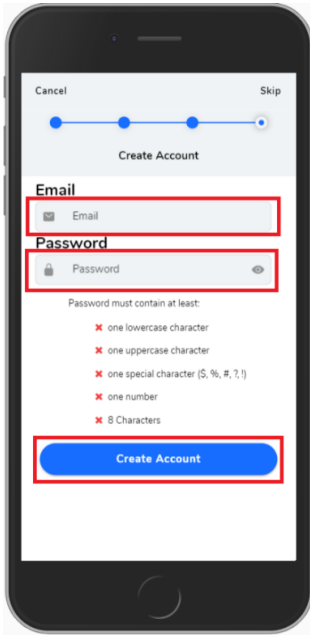


4. Enter your **date of birth** and the **medical reference number (MRN)** from your patient wristband.
Tap **Next**.

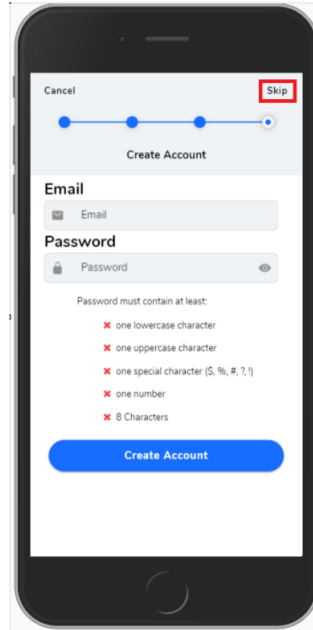


Tip
The MRN is the same as the Unit Record Number (URN).

5. Enter your email and password to create the account OR select **Skip**, if you do not want to create an account.



OR



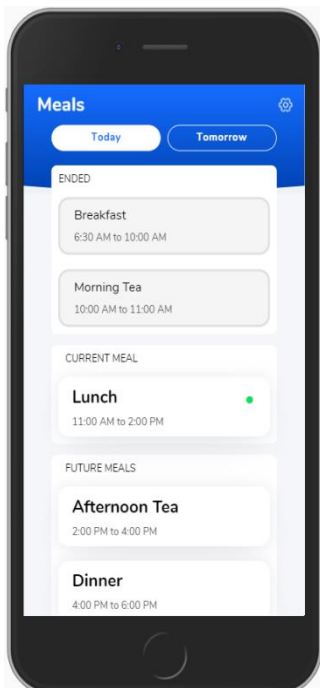
Tips

- If you tap **Skip** and do not want to create an account, you will have to add your details each time you order.
- Family or carers who create an account should use their own email address not the patient's email.

How to order meals

Opening hours to order meals is from **6.30am to 7pm, Monday to Sunday**.

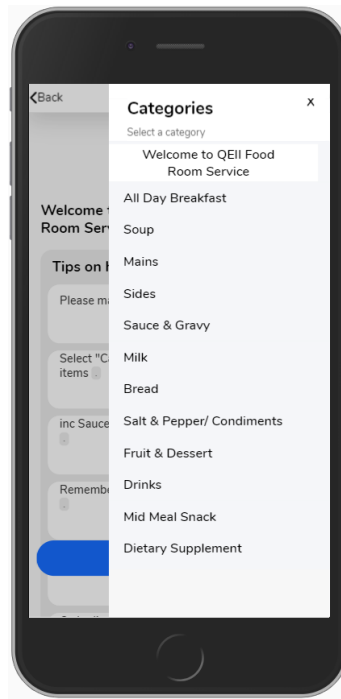
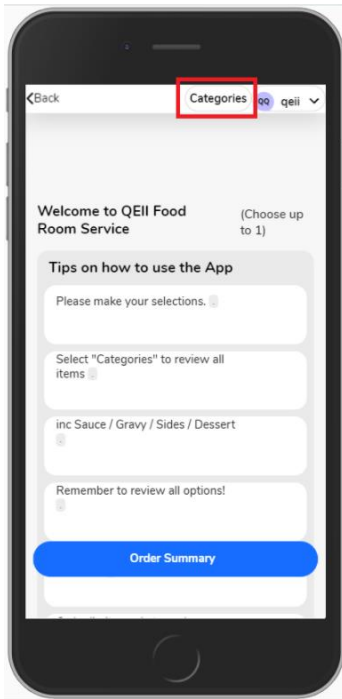
1. Select the current meal period on the **Meals** screen shown by a green dot.



Tips

- Select the current meal period (for delivery in about 45min).
- Pre-order meals up to the last meal the next day.

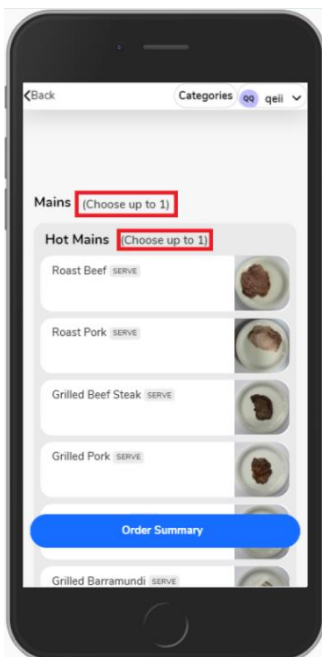
2. Tap **Categories** at the top right corner of the screen.



Tips
Categories will show:

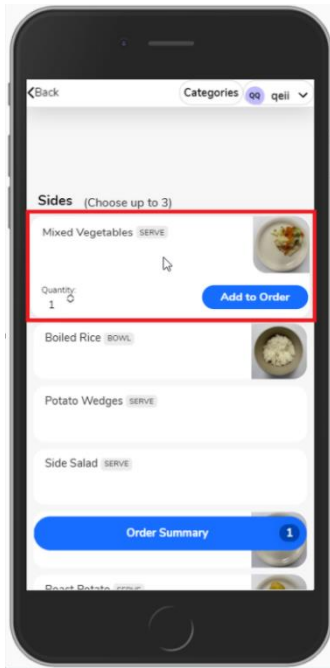
- Meal groups to select.
- Options for you are based on your **Diet Code**. See page 9 for more details.

3. Select a **Category**, for example **Mains** to see available meal items.

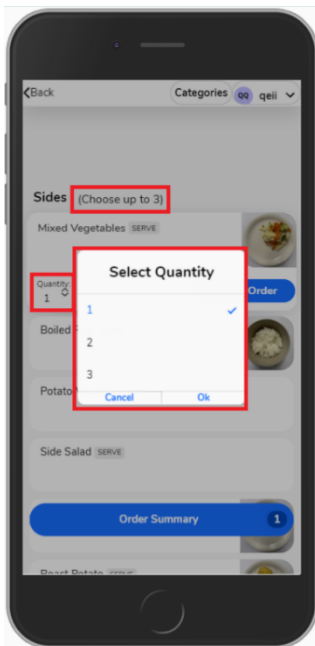


Tip
Order limits can be seen at the top of each category or sub-category.

4. Tap on the meal **item** you want.

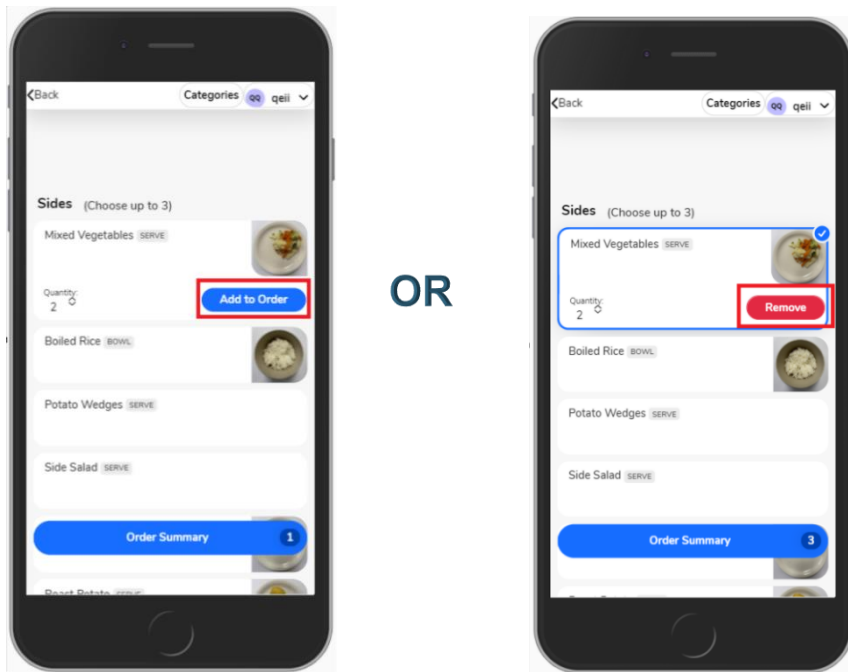


5. Tap the arrow under **Quantity (number)** to change the number of items.



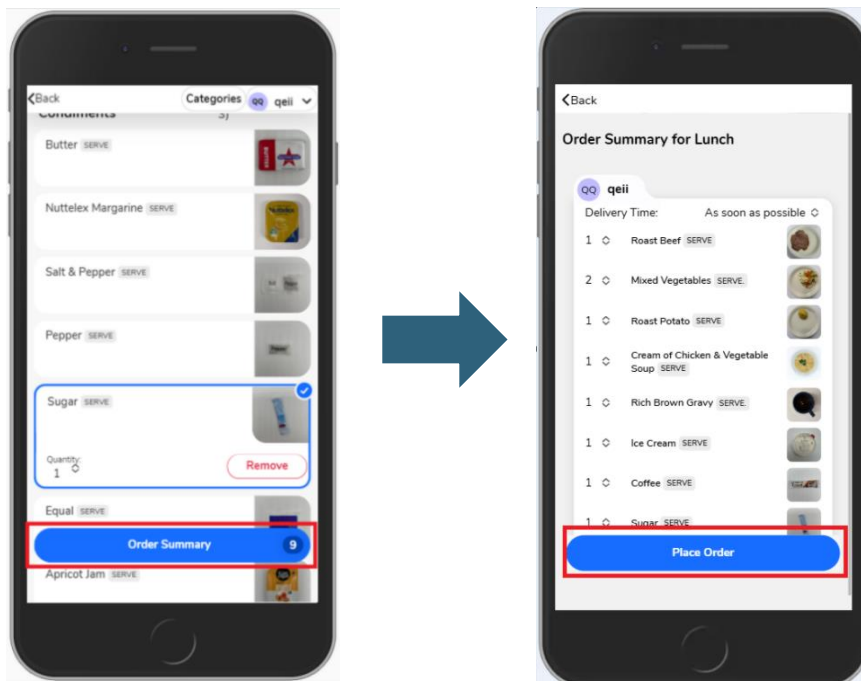
Tip
Each item will have order limits.

6. Tap **Add to order** to add the selected meal item to the order. To remove a meal item, tap **Remove**.



7. Repeat steps 2 to 6 until you have added all the meal items you want to order.

8. Confirm the **Order Summary** at the bottom of the screen and tap **Place Order**.



Tips

- Remember to check if you ordered the correct items on the **Order Summary** screen.
- Ordered too much or changed your mind? To change or remove items in the **Order Summary**, tap on the quantity for the number of serves or even change it to zero (0) to remove the item from the order.

How to check patient diet allergies

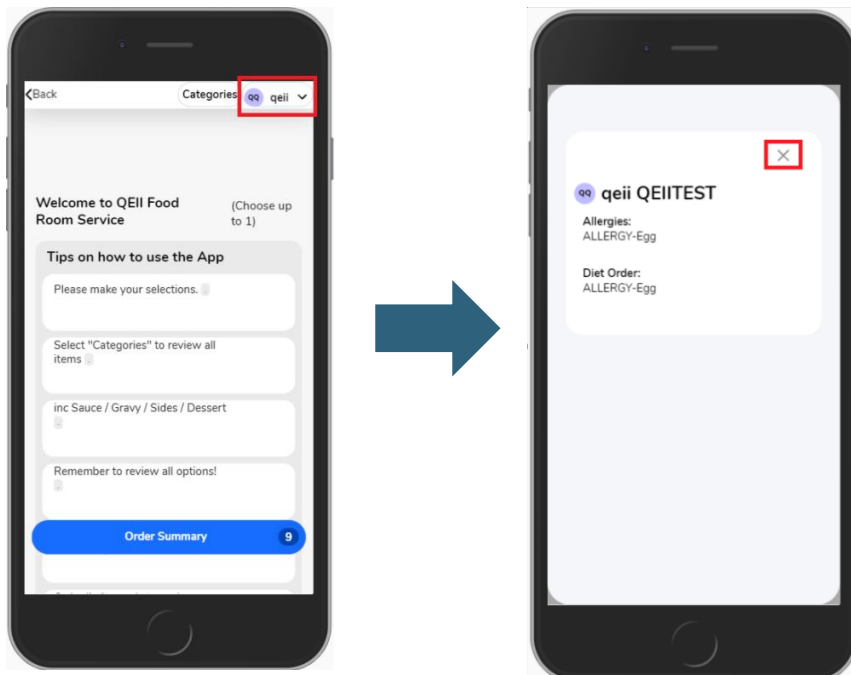
1. Tap the **name** in the top right corner of the app. The screen will show the patient's:

- **Active diet allergies**
- **Active diet order** (for the meal).

Tips

- Diet codes include your medical needs, special diets, cultural or religious needs and/or allergies.
- The app will only show meal items for your **Diet Code**.
- Only hospital staff can place you on a **Diet Code**.

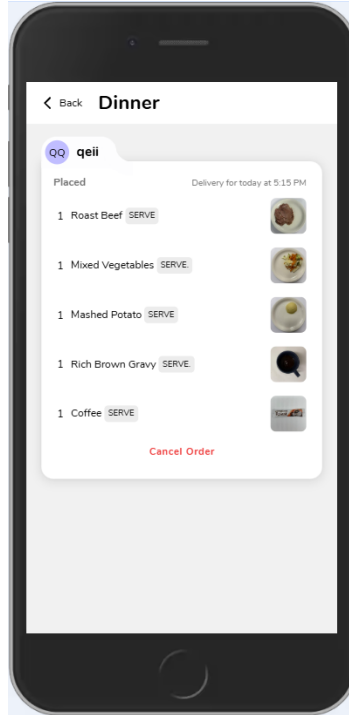
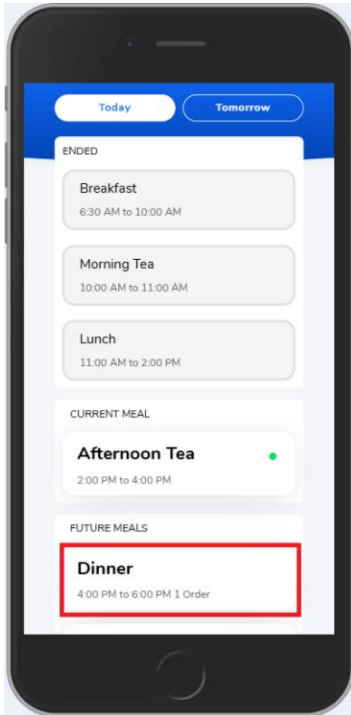
2. Select the **X** to close the **Allergies/Diet Order** screen.



How to review an order in the CBORD system

After an order is placed in the CBORD system, you can go back to check your order.

1. Tap on the **meal period** you want to review.
2. You will see the order details on the screen.



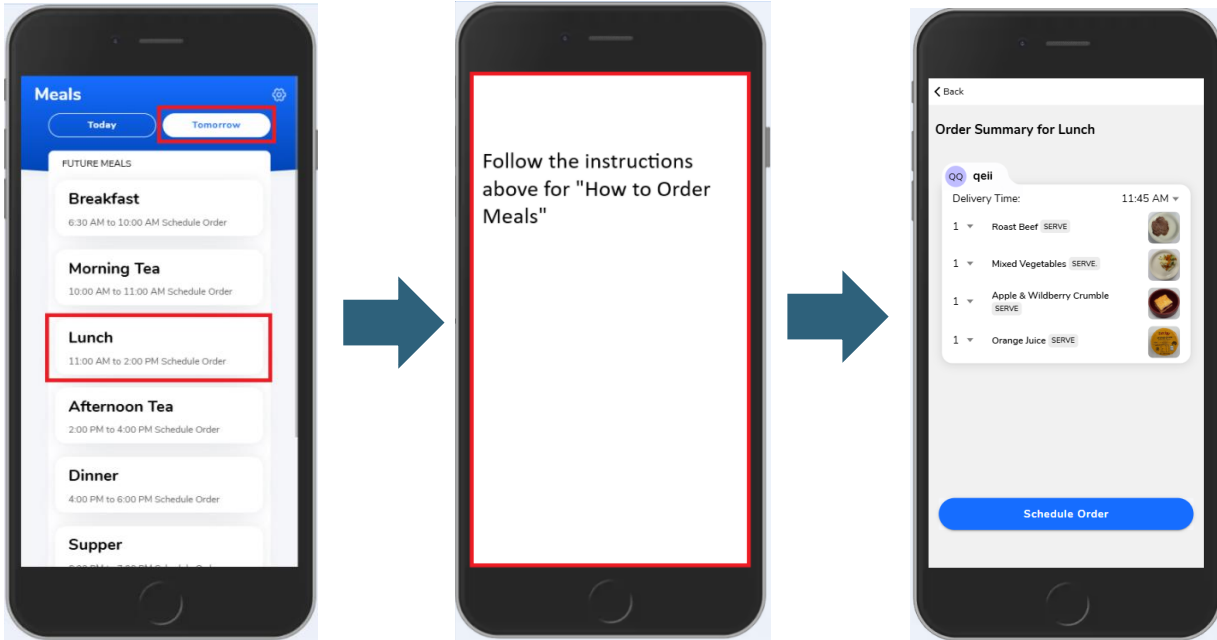
Tip

An order in the system for the meal period will show as '1 Order.'

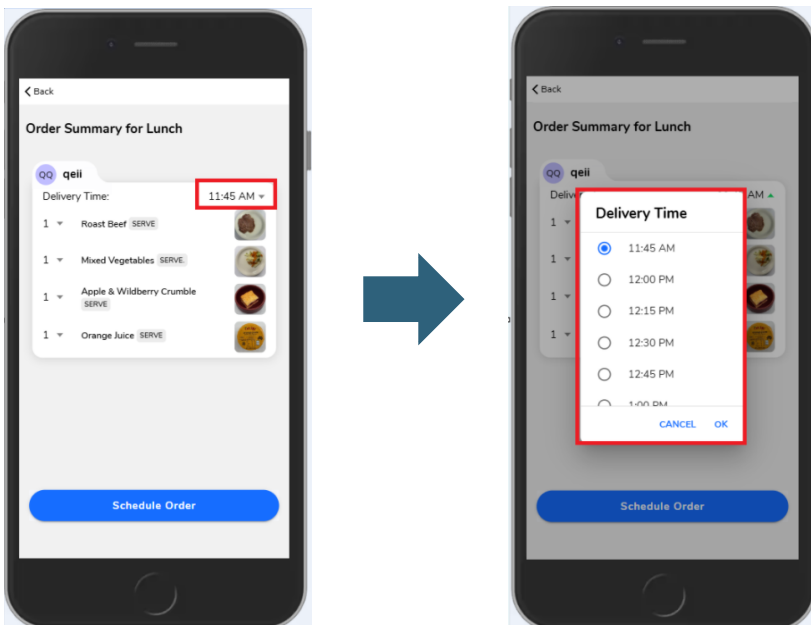
How to schedule an order

Meals can be ordered for future meal periods, if needed.

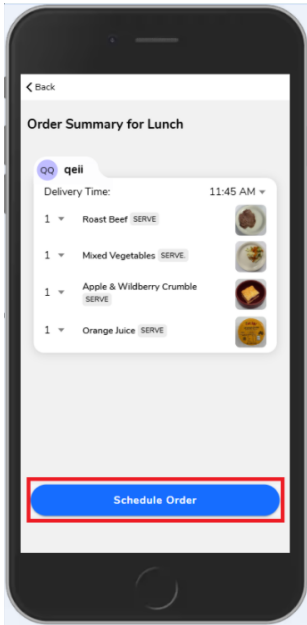
1. Tap on the **future meal period** you want to place the order for.
2. Follow the instructions in this guide (see **How to order meals**) to make your food and drink choices until you reach the preview **Order Summary** screen.



3. Tap on the drop down box next to **Delivery Time** and select the preferred time for delivery. Tap **OK**.



4. Check the order then tap **Schedule Order**.

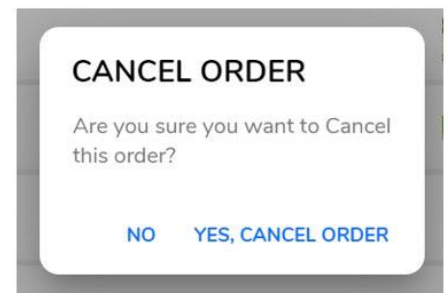
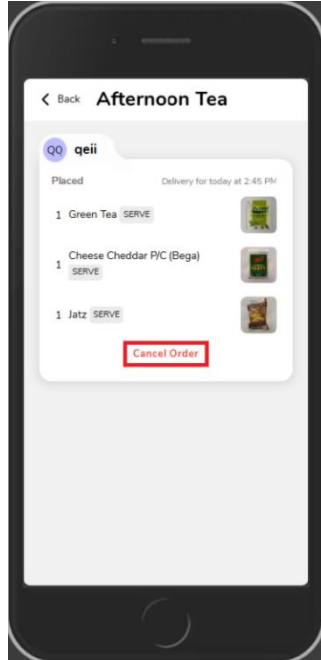
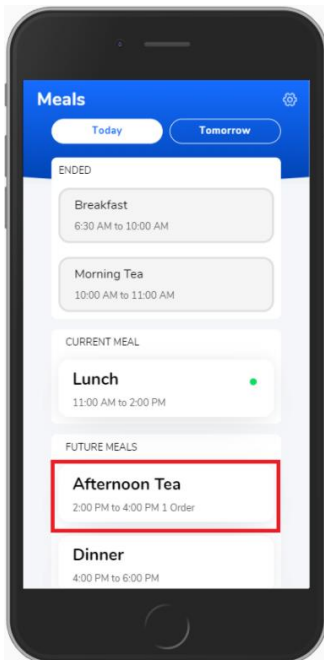


How to cancel the order

1. Tap **Cancel Order** at the bottom of the screen under the meal summary.
2. Select **Yes, Cancel Order** or **No** to confirm.

Tips

- Meals that are ordered ahead can be cancelled and re-ordered for that chosen meal cut-off time.
- Orders for delivery marked, '**As soon as possible**', cannot be cancelled via the app once it has been placed.



More information and resources

Go to our MSH website for more resources about the CBORD Patient App, visit www.metrosouth.health.qld.gov.au/patients-and-visitors/staying-in-hospital/order-meals-with-a-patient-app.