

<b>Name of Policy:</b> <u>Tray preparation and delivery</u> <b>Policy Number:</b> 3364-104-305 <b>Department:</b> Food & Nutrition <b>Approving Officer:</b> Director, Food & Nutrition <b>Responsible Agent:</b> Food & Nutrition Management <b>Scope:</b> Food & Nutrition Services	  <b>Effective Date:</b> 6/1/2022 Initial Effective Date: 8/2002
<input type="checkbox"/> New policy proposal <input checked="" type="checkbox"/> Major revision of existing policy	
<input type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy	

**(A) Policy Statement**

It is the policy of the Food and Nutrition Services Department to assemble and pass meal trays that are nutritious, appetizing, palatable, and at appropriate temperature.

**(B) Purpose of Policy**

To identify the process followed to deliver food in a safe, accurate, effective, and timely manner to patients consistent with physician prescribed diets. To specify the system utilized to correctly identify patient meal trays.

**(C) Procedure**

1. Patients may phone meal requests to the call center between 7 A.M. and 7 P.M.
2. A diet order must be received prior to meal request being accepted. If a patient does not have a diet order entered into the computer, they are treated as being “NPO”. Diet clerks can contact the nurse to prompt them to obtain orders and to communicate back to the patient his care plan and diet order.
3. All food/beverage requests are entered into CBORD Room Service Program. Foods/beverages not permitted within the diet order are flagged in red. Explanations and alternatives are offered to the patient; however, the patient may refuse these alternatives. Refer to policy 3364-104-316 *Compliance to Physician Diet Orders*.
4. Meal delivery time may be specified. If not specified, delivery time is within a hour.
5. Meal tickets print directly to the cook’s station where food is prepared on an as needed basis.
6. Once hot food and sandwiches are prepared the plate and meal ticket moves to the Expeditor and cold cart staff. Menu items are placed on the tray. Prior to loading, all items are checked against the meal ticket for accuracy.
7. For patients unable to make their own selections and for clear liquid, full liquid and pureed diets, meal tickets are printed for house selections. These trays are “batched” and sent in between room service tickets.
8. Diet clerks print new diet order reports through out the meal period. This assures patients receive meal trays timely.
9. Missed meal reports are printed at each meal period. See policy 3364-104-319 *Monitoring of Missed Meal*.
10. 6CD, Senior Behavioral Health and Adolescent and Child Psychiatric unit patient meal trays are delivered on a cart at specified meal times. Nursing staff are responsible for passing meal trays to the patient. They will also provide snacks as part of their daily scheduled activities.

