North America’s premier patient dining program.

With Sodexo’s At Your Request – Room Service Dining, your patients enjoy a unique dining experience similar to hotel room service. What makes this dining program so special is that your patients can order off an extensive menu *whatever they want – whenever they want* – as long as the kitchen is open and it conforms with their physician-ordered diet. Sodexo has developed state-of-the-art technology that can be interfaced with many different types of hospital order-entry systems. Our having the correct information enhances the safety process for all patients when ordering food.

Each meal is freshly prepared and individually delivered to their rooms in 45 minutes or less. So, there’s no more need to place food orders the night before. All this results in higher patient satisfaction, happier teams and less wasted food.

**Increased patient satisfaction, unmatched experiences.**

The At Your Request – Room Service Dining program has so many positive components. We’ve highlighted just some of them here.

- A proven program used in over 350 hospitals throughout North America.
- Nursing loves the program because it allows them to spend more time with their patients doing other clinical duties.
- Results in greater patient satisfaction.
- Fully HIPAA compliant.
- Provides the freshest foods to the patient.
- Allows the patient to eat when he/she desires.
- Focuses on what the patient wants vs. what the patient receives.
- Has the potential for substantial savings in food cost.
- Is based on a Total Quality approach to patient feeding and service.
- Provides an operations system manual to assist the manager in program implementation.
- Managers equipped with tools to measure success and review the process.
• Menus are extensive and fully customizable.
• Can be adapted to meet the needs of numerous facility applications.
• An automated system with touch screen ordering that allows Food and Nutrition Services staff to easily take patients’ food orders.

What your patients want, when they want it.
The At Your Request – Room Service Dining program was developed to create an excellent dining experience for patients. Some of the many patient benefits include:
• Heightened level of customer service because the patient/family orders when they are ready to eat and they talk to a skilled operator who guides them through their choices.
• Patients can order their own selections starting with their first meal after admission. Plus, patients order food just prior to preparation and delivery time, so they receive what is desired now, rather than 24 hours ago.
• Fresh food means better quality.
• Room service meals are prepared only after an order has been received. The result: a tastier meal with a higher nutritional value and freshness.
• By receiving what they want now, patients often eat more. So, nutritional intake is substantially improved and may result in an accelerated healing process.

A paradigm shift with a positive impact on your entire hospital.
Experience has proven that the At Your Request – Room Service Dining program enhances the patients’ overall experience and satisfaction.

Reduced tray and food cost – When patients know that they can order meals at any time, the tendency is to order less. Experience demonstrates that with At Your Request – Room Service Dining, the cost of an average patient tray may be reduced considerably.

Virtual elimination of tray redundancy – Because At Your Request – Room Service Dining revolves around meals on demand, trays previously sent to discharged patients no longer occur. Furthermore, traditional feeding systems force a patient to order 24 hours in advance; and when it comes time to eat, he/she may no longer want those selections. The result is to process, prepare and deliver a new meal. With At Your Request – Room Service Dining, tray duplication is eliminated.

Potential reduction of patient floor stocks – Patient floor supplies, in a traditional setting, are maintained 24 hours a day. With At Your Request – Room Service Dining, there is potential to reduce food costs by keeping patient floor stock items only for the night periods or when the kitchen is not open. This can reduce costs for floor supplies. Meals on demand, the hallmark of At Your Request – Room Service Dining, ensures that all patients still receive necessary snacks and hydration as needed.

Dramatic improvements in your patient satisfaction scores can be realized when your hospital offers At Your Request – Room Service Dining.