



**MyMeals  
@RBWH**

## RBWH MOBILE MEAL ORDERING

# How to use MyMeals@RBWH and FAQ's

## Step 1. Log in

- Connect to **MetroNorth-PatientWiFi** network, OR use your electronic device network
- Visit the [metronorth.health.qld.gov.au/rbwh-wifi/](https://metronorth.health.qld.gov.au/rbwh-wifi/) OR scan QR code:
- Select 'MyMeals@RBWH menu ordering'
- To log in, enter your UR number and date of birth
  - Login ID: UR number (your UR number can be found on your admission tag)
  - PIN: Date of birth. Enter your date of birth in the following format DDMMYYYY.

For example, enter 1 January 2022 as 01012022

- If you are using MyMeals@RBWH for the first time, you will be asked to change your PIN. Remember to use your DOB as your 'Old Pin' (as shown below)



The image displays three screenshots of the MyMeals@RBWH mobile app interface, illustrating the login and PIN change process. Arrows point from explanatory text boxes to specific fields on the app screens.

**Left Screenshot (Menu ordering screen):** Shows the 'MyMeals@RBWH' logo and a 'How to log in' section. Step 1 instructs users to locate their log in details (ID and PIN). Step 2 instructs users to click on the button above which will take you to the log in screen.

**Middle Screenshot (Login screen):** Shows the 'Login' screen with fields for 'ID' and 'PIN'. A text box points to the 'PIN' field, stating: "PIN is DOB entered as DDMMYYYY".

**Right Screenshot (Change PIN screen):** Shows the 'Change PIN' screen with fields for 'Old PIN', 'New PIN', and 'Confirm PIN'. A text box points to the 'Old PIN' field, stating: "Old PIN is DOB DDMMYYYY". Another text box points to the 'New PIN' field, stating: "Create a new PIN." A blue banner at the bottom of the screen reads: "Please change your PIN! You must change your PIN first before you can continue to use this service."



## RBWH MOBILE MEAL ORDERING

### Step 2.

- Select which meal you would like to order. You may select a meal for breakfast, lunch or dinner.
- Please note the screen may take a few seconds to load.
- Remember to place your meal order before the cut off times below:

**Breakfast – 06:00 AM**

**Lunch – 11:00 AM**

**Dinner – 04:00 PM**

- You can order up to three meals in advance

**Lunch** 02/01/2022  
Diet: Mater...

Soup ✓

Main Course

Sandwich ✓

Starch

Vegetable

Sauce, Gravy & Condiments

Dessert

Fruit & Yoghurt ✓

1 Fruit Salad ⓘ

1 Yoghurt ⓘ

Vaalia Yoghurt ⓘ

Submit

### Step 3. Choose menu items

- View the menu and select your desired meal from the various sections, including main meals, sides, and drinks.
- Depending on the menu item, you may be able to change the serving size or select multiple by clicking the menu item twice.
- To delete menu items, continue to click the menu item until it is no longer highlighted.

### Step 4. Review order

- Review your menu selections and edit if required.
- You may add or remove menu items by clicking on the item you wish to change.
- When you are happy with your selections, to confirm your order, click **SUBMIT** and then **CONFIRM**.
- Your order is now complete!

**Lunch** 02/01/2022  
Diet: Mater...

Summary

**Soup** (1/2)  
1 Spring Pea and Spinach Soup

**Sandwich** (1/2)  
1 Falafel, Carrot & Chutney Sandwich

**Fruit & Yoghurt** (2/3)  
1 Fruit Salad  
1 Yoghurt

**Hot Beverage** (2/6)  
1 Black Tea Bag & Hot water  
1 Hot water

**Nutrients**

Energy	2769 kJ
Protein	23 g
Fat, total	19 g
Carbohydrate, total	84 g

Submit

Meals



## **Frequently Asked Questions?**

### **What is my PIN and why doesn't it work?**

Your PIN is your date of birth (entered as DDMMYYYY). The PIN is used along with your Patient URN (found on your patient armband) as log in details.

If you are using MyMeals@RBWH for the first time, you will be asked to change your PIN. Remember to use your DOB as your 'Old Pin'.

If you have changed your PIN and forget it, ask a Dietetic Assistant for help.

### **I cannot find anything suitable to order**

If you are on a particular diet or have multiple allergies, our Dietetic Assistants can assist you to place you an appropriate meal order.

### **What happens if my diet changes after a meal order was placed?**

If your diet has changed after a meal order was placed, the original meal ordered will be erased. If this has happened to you, sign into MyMeals@RBWH and make changes to your meals appropriately **prior to the meal cut-off times**.

Please note if a meal order has not been placed, a suitable choice will be made for you by our Food Service team. Your clinical needs, dietary requirements and food allergies will be taken into consideration.

### **Why did I not receive everything I ordered?**

Menu selections may not fit on a meal tray if there are too many items ordered. If all meal items do not fit on a tray, these will be altered to fit appropriately.

### **I am receiving an error message when logging on to MyMeals@RBWH. What do I do?**

Try clearing your internet browser or cache history of your electronic device, then try scanning QR code and logging-in again. If you continue to experience issues, let you're your nurse know to contact the Dietetic Assistants to assist you.

### **Can the Dietitian or Dietetic Assistant view my meal order?**

Yes. The Dietitian or Dietetic Assistant can view your orders through Delegate (our patient meal management system).