



Frequently Asked Questions

How do patients connect to MyMeals@RBWH/CBORD Patient App?

Scan the QR code to access MyStay@RBWH and click the MyMeals@RBWH icon which is linked to the CBORD Patient Application.

Patients can also download the **CBORD Patient App** from Apple (iPhone) or Google Play (Android) store.



What is the Hospital Facility ID?

The Hospital Facility ID for Royal Brisbane and Women's Hospital is RBWH.

The patient is receiving an error message when entering their date of birth and MRN. How do I assist?

There may be a discrepancy with the date of birth and MRN entered by the patient, and that in PFM/CBORD.

Please contact a Dietetic Assistant to cross check CBORD patient details against PFM.

Why are patients advised not to create an account?

The CBORD Patient Application is available across multiple hospital facilities nationwide, not just Royal Brisbane and Women's Hospital. If the patient creates an account, they won't be able to use that account at other facilities.

What are the cut off times for ordering meals?

To ensure the meal order is received on time, it must be placed by:

Breakfast	06:00am
Lunch	11:00am
Dinner	04:00pm

My patient can't find anything suitable to order, do they have any other options?

Please contact the Dietetic Assistant to discuss suitable options for the patient.

What happens if I change the patient diet and/or allergy?

CBORD will automatically update the meal order in line with the diet and/or allergy change, removing any non-compliant meal items and replacing with suitable options. Patients have the opportunity to reorder through MyMeals@RBWH if change takes place prior to meal cut off times.

Can carers/guardians order meals on behalf of the patient?

Yes, when accessing the application, the user is asked to choose **Patient** or **Family or Friend** before ordering. They will still require the Facility ID, Patient date of Birth and MRN to continue.

Can companions order meals for themselves?

Unfortunately, companions are unable to order through the app and will receive a default option.

Can the Dietitian or Dietetic Assistant view the patient's meal order?

Yes. The Dietitian or Dietetic Assistant can view orders in CBORD (patient meal management system).

Can I prevent certain patients from self-ordering meals on MyMeals@RBWH?

Yes, Dietetic Assistants can adjust the patient's permissions for CBORD Patient App through NetMenu and/or Room Service Choice.