



REDCLIFFE HOSPITAL MOBILE MEAL ORDERING

Frequently Asked Questions

What is the Hospital Facility ID?

The Hospital Facility ID for Redcliffe Hospital is **REDH**.

What is my MRN?

Your MRN (Medical Reference Number) is also referred to as a URN (Unique Reference Number) and is displayed on your patient ID band, or any other admission paperwork. For further assistance, please contact one of our friendly Nutrition Assistants.

I am receiving an error message when entering my date of birth and MRN. What do I do?

There may be a discrepancy with the facility ID, date of birth and MRN entered. Please let your nurse know, and/or contact one of the Nutrition Assistants.

Why am I advised not to create an account?

The CBORD Patient Application is available across multiple hospital facilities nationwide, not just Redcliffe Hospital. If you create an account, it will limit your ability to order at any other facility.

I cannot find anything suitable to order.

If you are on a particular diet and/or have multiple allergies, our Nutrition Assistants can assist you to place 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 altered to comply with the new diet and/or allergy changes. If this change has taken place **prior to the meal cut-off times**, you are welcome to sign into CBORD Patient Application and make any changes you feel necessary.

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.

Can the Dietitian or Nutrition Assistant view my meal order?

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