



Using the CBORD Patient Application

This guide has been created to assist patients at Redcliffe Hospital to download and access the CBORD Patient application on their personal devices

Patients should not create an account to use this application. Accounts are limited to a single facility, so the patient would be unable to order meals if transferred or admitted to a different facility. You must enter your details each time you use the application and select **Skip** when prompted to create an account.

Accessing the CBORD Patient Application

On an Internet Browser

Patients can access the **CBORD Patient** App from the internet browser on a smart phone, personal tablet or laptop.

Google Chrome is the preferred browser for optimal performance.

Scan the below QR code to open the URL.

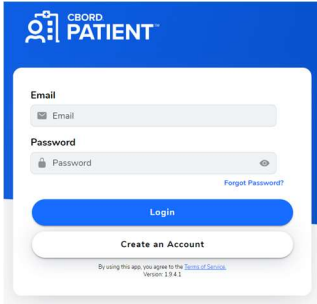


Alternatively, open the internet browser on your personal device and type <https://patient.cbord.com/> into the address bar or search the keywords **patient CBORD** and select from the search results.

Download the App

Patients can download the CBORD Patient App on their own mobile phone from either the Apple Store (iPhone) or Google Play Store (Android).

1. Open the **Apple Store** or **Google Play Store** on the mobile phone.
2. Search for the **CBORD Patient** App using the keywords **CBORD patient**.
3. Select **Install** to load the App onto the personal device.



Using the Application

You will need to enter your details each time you use the application.

1. On the home page of the application, select Create an Account
2. Select the **Patient** tile. If you are a parent or carer, ordering for a patient, select the **Family or Friend** tile.
3. If applicable, select the **check box** stating you are at least 13 years of age.
4. Select the **Next** button.
5. Type in the **Facility ID**. **The Facility ID for Redcliffe Hospital is REDH.**
6. Select the **Next** button.
7. Enter your **date of birth** and the **medical reference number (MRN)** on your armband.
8. Select the **Next** button.
9. Select **Skip** to avoid creating an account. This will enable you to use the application at other Metro North Health facilities.

Ordering Meals

Meals at Redcliffe Hospital are delivered during the timeframes listed below and must be ordered prior to the cut off time for each meal.

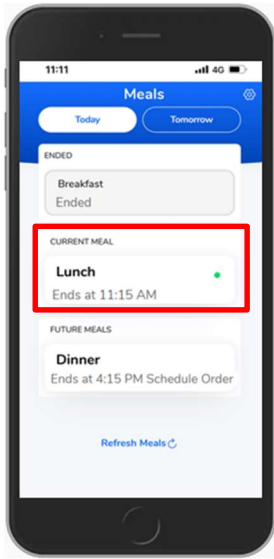
Breakfast 7:15am to 8:00am
Orders close 5:15AM

Lunch 12:15pm to 1:00pm
Orders close 11:15AM

Dinner 4:45pm to 5:45pm
Orders close 3:30PM

Choosing Meal Items

After you have selected Skip, the **Meals** screen will display. The current meal is indicated with a green dot.

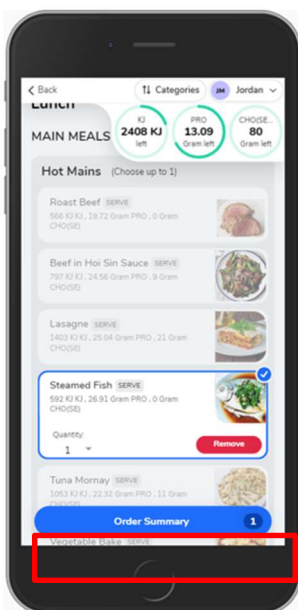


Meal items are sorted into service courses and meal categories.

The maximum selections available for each Service Course or Meal Category is displayed in brackets next to the Category.

Follow the below instructions to order a meal:

1. Select **Categories** at the top right corner of the screen to arrange the meal options.
2. Select a category to see a list of available meal items.
3. Select the desired **meal item**.
4. Use the arrow under **Quantity** to adjust the quantity of items if desired.
5. Select **Add to Order** to add the selected meal item to your order. To remove a meal item from your order, select the **Remove** button.
6. Repeat steps 2 to 5 until you have added all desired meal items to your order.
7. The Order Summary at the bottom of the screen will update with the number of items in your order.



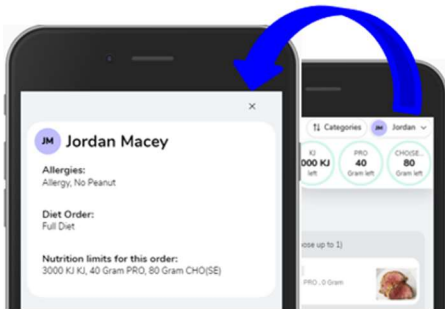
View Patient Diet Allergies

If a **Nutritional Goal** is set for a patient's diet, the goal values for the meal are displayed at the top right-hand side of the screen. This only applies when the patient has been placed on a diet with a nutrient restriction.

8. Select the patient's name in the top right corner of the app to display:

- **Active Diet Allergies**,
- **Active Diet Order** (for the meal), and
- **Nutritional Goal** (for the meal).

Select the **X** to close the **Allergies / Diet Order** view.

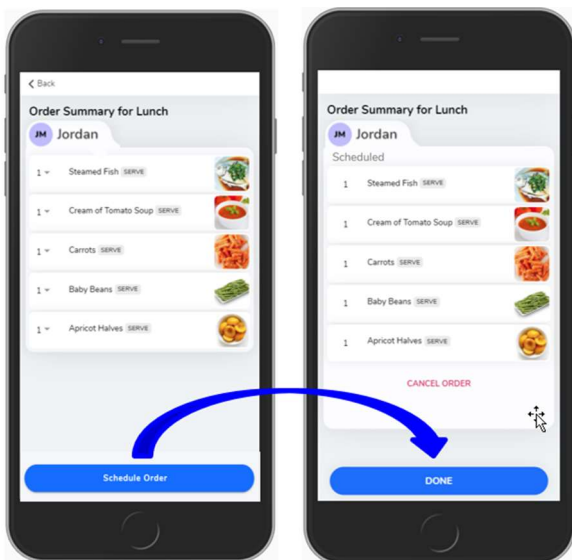


Schedule the Order

When you are happy with your order, the meal can be scheduled for delivery at the meal time.

To schedule your order:

1. Select **Order Summary** at the bottom of the screen.
2. Review the items you have selected, then select the **Schedule Order** button.
3. Select **Done** to return to the Meals screen.



Cancel the Order

Meals ordered in advance can be cancelled and re-ordered within the cut-off period, if required.

4. Select the **Cancel Order** button at the bottom of the screen under the meal summary.
5. Select **YES, CANCEL ORDER** or **NO** at the prompt to confirm your actions.

CANCEL ORDER

Are you sure you want to Cancel this order?

[NO](#) [YES, CANCEL ORDER](#)