



# PATIENT ORDERING FOR HEALTHCARE

Using hand held devices, the Hospital Patient Ordering module enables hospital patients to choose their meals close to the time of service. Offering a truly personalised service, use of the module dramatically reduces kitchen over-production and waste at ward level.

Simply put, Hospital Patient Ordering revolutionises the patient experience and drives down kitchen production costs and waste.

IndiCater is a secure password protected system offering both clients and patients alike peace of mind



Healthcare clients control the precise level of access to the system by their administrators

## 24/7

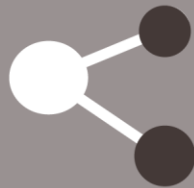
As a web based system all modules and tools can be accessed remotely 24/7



Hospital Patient Ordering is licensed for use on a monthly basis. Additional IndiCater modules can be added at any time in bite-size stages

**“I needed a software solution that gave me flexibility.  
IndiCater gave me that in abundance”**

**Gordon Vaughan - site Customer Experience Manager, Sodexo**



## Improved PLACE Ratings

Use of the Hospital Patient Ordering module helps enhance the patients foodservice experience.

It offers greater personal mealtime choice and control resulting in improved PLACE outcomes.

## Key module features

- **Patient Ordering** – online ordering at the patients bedside direct to the kitchen
- **Service Flexibility** – orders can be linked to one or multiple kitchens; choice of ward and bed configurations
- **Menu Management** – unlimited fields for displaying menu choice; create both dietary and allergen information; photo upload option; cost menus and daily costs
- **Kitchen Production Costs** – production schedules automatically created from patients orders; waste recorded by weight, ingredients, recipe or plate
- **Hospital Management** – system contains an option to approve all or selected ward orders for additional administrative control
- **Survey & Audits** – tools to create online surveys and audits ensuring both compliance and satisfaction



## Taking a closer look...

The module provides outstanding benefits to patients and caterers alike, offering a complete online system for managing patient feeding services in a healthcare environment through either single or multiple service locations.

Improved patient satisfaction and cost control achieved through:

- Patient menu choice can be made closer to service time
- Menus can be updated easily and quickly by the kitchen
- Dietary requirements can be addressed with ease
- Caterers can reduce wastage and over production
- Simple survey tool provides immediate patient feedback
- Reports function can provide detailed foodservice intelligence

### Reports and exports

As a web-based management system, IndiCater's modules and tools not only provide a platform for caterers to run an efficient service, but also one that results in an improved patient experience. Crucial to the success of the system is the immediate and live access to a series of built in management reports which help to drive service production and delivery. Additional bespoke reports can be developed to the exacting needs of the healthcare provider.

Data captured within the system can be seamlessly linked and exported to 3<sup>rd</sup> party applications such as SAP, Sage and more. In addition, other IndiCater modules and tools can be added at any time.

## WHAT PEOPLE SAY ABOUT US

"The application to detail and flexibility of the IndiCater project management and technical team when working with our business and technical staff made the initiative a success"

**Richard Baxter – Head of IT, ARAMARK**

## Real Time Reports

View orders by bed and ward

Production reports by kitchen area

Delivery reports by ward

Detailed menu consumption, cost per patient, and waste reporting

Multiple KPI analysis reports



## You may also like...

IndiCater have available a suite of bite-size modules and tools including:

**Finance & Profit**

**Stock : Ordering : Recipes : Menus [SToRM]**

**e-Procurement**

**Employment & HR**

**Hospitality Ordering**

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