

# NEWS RELEASE



## **For Immediate Release**

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## **Inpatient Room Service Now Available at Georgetown Hospital**

*New system allows patients to order meals by phone from their hospital room*

Over the past several years Halton Healthcare’s Clinical Nutrition and Food Services team has been transforming the patient food experience – one meal at a time.

The team has been on the leading edge of change across Ontario’s food services industry since introducing the award winning Call to Order room service program at Oakville Trafalgar Memorial Hospital (OTMH) in 2011. The innovative program was so well received at OTMH that it was expanded to Milton District Hospital in 2017 and has now been launched at Georgetown Hospital.

Like its name implies, the Call to Order system allows patients to order food by phone from their hospital room.

“The Call to Order system allows patients to call any time between the hours of 7am to 6pm and their selections will be delivered to their room at preset breakfast, lunch and dinner meal times. This provides patients with more flexibility to order what they want closer to when they will eat it,” says Elma Hrapovich, Director of Support Services at Halton Healthcare. “Call to Order is a more patient-focused, flexible, and service-based system and we are thrilled to bring the program to our patients at Georgetown Hospital.”

“After their initial order, each eligible patient will receive a room service menu specific to their dietary need,” explains Ms. Hrapovich. “We also have a number of safeguards and alerts in place to ensure that no one is missing more than one meal and that our high risk diet patients – such as those with diabetes – are not skipping any meals.”

In addition to Call to Order room service, Halton Healthcare has been working to combat the stigma of “bad” hospital food by developing delicious and nourishing meals that incorporate a variety of fresh, locally sourced and sustainable food options.

“Patients need nutritious meals to support their recovery, but hospital food doesn’t have the greatest reputation,” concludes Cindy McDonnell, Chief Operating Officer at Georgetown Hospital. “Our Clinical Nutrition and Food Services team have spent a lot of time and energy developing new recipe ideas in an effort to craft tasty and nutritious meals for our patients. As an organization we strive to provide exemplary patient experiences always; and the food we serve plays a significant role in that.”

## **About Halton Healthcare**

Halton Healthcare is a multi-site healthcare organization comprised of three community hospitals - Georgetown Hospital (GH), Milton District Hospital (MDH) and Oakville Trafalgar Memorial Hospital (OTMH) and several community-based programs. The organization provides healthcare services to a growing population of nearly 400,000 residents in the communities of Halton Hills, Milton and Oakville.