



# NEWS RELEASE

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## **For Immediate Release**

Monday, July 31, 2017

### **Call to Order Room Service Expands to Milton District Hospital**

Halton Healthcare's Call to Order room service delivery system, which was first introduced at Oakville Trafalgar Memorial Hospital (OTMH) in 2011, will soon be available to patients at Milton District Hospital (MDH).

Following its introduction at OTMH this innovative inpatient meal delivery model was recognized as a National Leading Practice by Accreditation Canada and scored a second prize in Computrition's Foodservice Software Solutions' Prodigy Awards.

Like its name implies, the Call to Order system allows patients to order food by telephone from their hospital room. Based on its success in Oakville, the Call to Order program is now expanding and will be offered on the Medical Surgical Inpatient, Intensive Care and Obstetrics Units at MDH beginning Thursday, August 10, 2017. These units, as well as the hospital's kitchen, will be relocating into the expansion when it opens this fall.

"The hospital's expansion provided us with the opportunity to transform our inpatient food service model," explains Elma Hrapovich, Director, Support Services at Halton Healthcare. "By introducing this model now, we have an opportunity to implement and fine tune the process before we move into the expansion."

"When people are unwell, they don't always feel like eating, and often not at regular meal times," continues Laurie Ware, Manager of Food Services at MDH. "With Call to Order, patients will receive what they feel like eating when they are hungry -- so they are more likely to eat their meals. In addition to increasing patient satisfaction, Call to Order eliminates the need for replacement trays and helps reduce unnecessary waste."

Call to Order will be available to inpatients on MDH's Medical Surgical Inpatient, Intensive Care and Obstetrics Units from 7 am to 6 pm, seven days a week. Patients can expect to receive their meals within 45 minutes after they place their order. After their initial order, each eligible patient receives a Room Service menu specific to their dietary needs, if required.

“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 Milton District Hospital,” concludes Hrapovich.

Halton Healthcare is a progressive, multi-site healthcare organization comprised of three community hospitals - Georgetown Hospital (GH), Milton District Hospital (MDH) and Oakville Trafalgar Memorial Hospital (OTMH). Together these hospitals provide healthcare services to more than 350,000 residents in the communities of Halton Hills, Milton and Oakville. With an outstanding reputation as a workplace of choice and a good community partner, Halton Healthcare’s hospitals have been recognized for their best practices in a number of patient safety and patient care initiatives.