

# CBORD<sup>®</sup> Patient<sup>™</sup> FAQs for UHN Patients

## About CBORD<sup>®</sup> Patient<sup>™</sup>

### What is CBORD<sup>®</sup> Patient<sup>™</sup>?

CBORD<sup>®</sup> Patient<sup>™</sup> allows you to select your lunch and dinner during your hospital stay. You can see menu options with photos that match your diet order (special diet ordered by your dietitian or care provider) and food allergies. At UHN, we use CBORD<sup>®</sup> Patient<sup>™</sup> as part of the myPlate nutrition program.

### How do I access CBORD<sup>®</sup> Patient<sup>™</sup>?

Use your tablet, smartphone or laptop and connect to the internet. You can use your own data or connect to the UHN Guest Wi-Fi.

If you are using a phone or tablet, you can download the free CBORD<sup>®</sup> Patient<sup>™</sup> app. Or on any device, visit <https://patient.cbord.com>

### Who can use CBORD<sup>®</sup> Patient<sup>™</sup>?

Most inpatients staying at UHN can use CBORD<sup>®</sup> Patient<sup>™</sup> to choose their lunch and dinner. You may not be able to use CBORD<sup>®</sup> Patient<sup>™</sup> if you:

- have a specific diet you must follow
- have complex or multiple food allergies
- are staying on a specific unit

If you are not able to use CBORD<sup>®</sup> Patient<sup>™</sup> to choose your meals, you will get standard meals according to your diet order. Ask a member of your care team for a Food Preference Sheet to share your preferences with Nutrition Services.

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## About CBORD® Patient™

### How do I login to CBORD® Patient™?

Each time you open CBORD® Patient™ you will need to enter:

- the Hospital Facility ID: UHN
- your date of birth
- your Medical Record Number (MRN). This is the 7-digit number on your UHN wristband

Note: If you create an account, you do not need to enter this information every time. To create an account, follow the prompts for entering your email address and setting a password.

### Is CBORD® Patient™ available in other languages?

At this time, English is the only option available, however additional languages may be added in the future.

## Choosing your meals

### When can I choose my meals?

You can choose items from the various categories for the next day's lunch and dinner any time before 11:59 pm.

### Why can't I choose my breakfast?

We begin to prepare breakfast meals the day before it is served. This does not give us enough time to process patient breakfast choices.

### Can I make adjustments to my oral nutritional supplement?

If you have an order for an oral nutritional supplement i.e. Ensure®, it will not appear in CBORD® Patient™. It will continue to be provided, however it can only be adjusted by your care team.

### What happens if I don't submit my choices?

You will get a standard meal from our menu that fits your diet order.

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## Choosing your meals

**Can I change my meals after I've submitted my choices?**

Yes, as long as you submit the changes before 11:59 pm the day before you will get the meals. Cancel your order in CBORD<sup>®</sup> Patient<sup>™</sup> and re-enter all your choices for the day.

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**Can my family member or caregiver order my meals for me?**

Yes. They will need your login information.

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**Can I order a meal for a guest?**

CBORD<sup>®</sup> Patient<sup>™</sup> is only for patient meals. Ask a member of your care team for more information about guest trays. There is a fee for guest trays.

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**What if I would like to order double or extra food?**

There are limits to how much you can order in CBORD<sup>®</sup> Patient<sup>™</sup>. Talk to a member of your care team if you would like more than what CBORD<sup>®</sup> Patient<sup>™</sup> allows you to choose.

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## Getting your meals

**Why did I get different meals than what I ordered?**

We may need to change your meals if your diet order or allergy information changes during your stay.

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**What if I have questions or concerns about my diet order?**

Ask a member of your care team to speak with your Clinical Dietitian.

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## Technical support for CBORD<sup>®</sup> Patient<sup>™</sup>

**What if I have questions or concerns about how to use CBORD<sup>®</sup> Patient<sup>™</sup>?**

Ask a member of your care team for the step-by-step instruction sheet.

**What if I have technical difficulties using CBORD<sup>®</sup> Patient<sup>™</sup>?**

Use the hospital phone number of the site where you are located:

- Toronto Rehab (University Centre and Bickle Centre):
  - Monday to Thursday: 416-597-3422, ext. 3369
  - Friday: 416-597-3422, ext. 2523
- Toronto Rehab Lyndhurst Centre: 416-597-3422, ext. 6339
- Toronto General: 416-340-4800, ext. 8581
- Toronto Western: 416-603-5800, ext. 5674
- Princess Margaret: 416-946-2000, ext. 5148

A member of our team will return your call in 1 to 2 days.

Note: You cannot make your meal choices over the phone. This phone number only provides technical support.

**What happens if CBORD<sup>®</sup> Patient<sup>™</sup> is not working?**

You will get a standard meal from our menu rotation that fits your diet order.

**Is my personal information secure?**

CBORD<sup>®</sup> Patient<sup>™</sup> does not save patient information and information entered is encrypted. If you choose to create an account using your e-mail address, this is used only for login purposes.

Once you are discharged from the hospital, your account will be de-activated. If you are re-admitted in the future, you will need to register again.