

EXPRESSLY FOR YOU - PERSONAL SERVICE DININGSM



Patients are
the heart of everything we do.SM

With *Expressly For You - Personal Service Dining*SM, your patients can now experience an entirely different level of service.

The personalized touch of this dining program provides a bedside service your patients will appreciate. This unique approach provides your patients with their very own host/hostess who personally describes each food choice and then creates the food order. The host/hostess then delivers their meal right to their bedside. This totally different approach enhances the patients' dining experience for all their daily meals!

Expressly For You
*Personal Service Dining*SM

by **sodexo***

Interaction With the Patient Makes All the Difference

With direct and personal contact with each patient six to nine times a day, *Expressly For You - Personal Service Dining*SM offers hands-on service throughout the patient's day and stay. Plus, because the food order is taken close to the time of meal service, there is a much higher level of patient satisfaction with significantly lower food waste.

Service That Supports the Healing Process

Each host/hostess provides *Expressly For You - Personal Service Dining*SM for up to 30 patients daily. With as many as nine interactions a day, a rapport develops between the patients and the host/hostess. They become friendly and supportive dining ambassadors that patients look forward to seeing. In addition, a host/hostess provides a healing environment by:

- Ensuring all meals are in compliance with the diet order, as prescribed by the physician
- Assembling and delivering patient meals
- Providing between-meal nourishments
- Maintaining par levels of food supplies for unit pantry
- Taking a patient's order bedside by a knowledgeable host/hostess
- Working with nursing and other unit staff to provide a consistent and supportive environment that meets patient and family needs



By combining three positions into one — tray make-up, diet clerk and tray passer — *Expressly For You - Personal Service Dining*SM provides an efficient and friendly dining experience.

SODEXO HEALTH CARE

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Expressly For You - Personal Service DiningSM

This is an ideal program for facilities with multi-cultural patient populations. That's because *Expressly For You - Personal Service DiningSM* can offer personalized services for patients with diverse backgrounds and different languages. With *Expressly For You - Personal Service DiningSM*, patient satisfaction is boosted by:

- Personalized service multiple times throughout the day
- High level of interaction with patient and family
- Meal selection two hours prior to meal time
- Develop rapport with patients and nursing
- Patient receive only the food items they desire

A Valued Member of the Team

The host/hostess is a single point of contact for your nursing staff. This creates improved communication with the nursing unit and the rest of the team on the patient floor.



Automation

Sodexo has developed state-of-the-art technology that can be interfaced with many different types of hospital order-entry systems, which provides a more secure environment for the patient on a restricted diet when ordering food. It will also create more efficiencies in order taking and food preparation. Because the same host/hostess assembles, delivers, passes and retrieves meal trays to assigned patients, there is a single point of accountability.

Properly Preparing Our People

Before any individuals become hosts or hostesses in your facility, Sodexo puts them through rigorous training that includes:



- Therapeutic diets
- Confidentiality
- Customer satisfaction
- Coping with death and dying
- Infection control
- General nutrition
- Hospitality

With *Expressly For You - Personal Service DiningSM*, your patients are made to feel special — throughout their day, throughout their stay.

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