

Meal Ordering Made Easy: Using the CBORD Patient App

Royal Columbian Hospital



Steps for creating an account

Using a smartphone or tablet connected to Wi-fi or cellular data, go to your App store. Search for '**CBORD Patient**', or scan one of these QR codes. Download the app.

Don't want to download the app?

Use the web-based version: patient.cbord.com/login



Apple App Store



Google Play Store



Now create an account:

Step 1:

Open the app. Press the **Create an Account** button. Select **Patient** and tap the checkbox.

Step 2:

Type in our facility number:
RCH330

Step 3:

Enter your date of birth.

Step 4:

Enter your **Medical Record Number (MRN)**. This is the number below your full name on your hospital wristband.

Step 5:

To make an account, enter your email address. Press **Skip** in the top right corner if you don't want to make one.*

Step 6:

In the password box, create a password with 12 or more characters.

Step 7:

Tap on **Create Account**.

Done!

You can now start to order your meals (see page 2).

***Note:** If you press **Skip** in Step 6, you will need to repeat Steps 2 to 5 every time you log into the app.

Log in each day to choose your meals for the next day. Place your order by 9:00 p.m. the day before. When you do, you are more likely to get your top choices.



Steps for ordering your meal:

Step 1:

Open the **CBORD Patient** app.
Log into your account.

Step 3:

Tap **Categories** to view the food options available based on your diet plan and limits.*

Step 5:

Once you have added all your food items, including condiments, for this meal, press **Order Summary**.

Step 7:

Tap the **Place Order** button.

Step 2:

Press **Tomorrow**.
Press **Lunch** or **Dinner** to start choosing the food for that meal.

Breakfast is a standard meal so you do not have to order it through the app.

Step 4:

Tap **Add to Order** for each item you want. Change the quantity if you want more of an item. Don't forget to order condiments.

Step 6:

Review your meal order.
If you'd like to remove an item, change the quantity to zero.

Done!

You have now ordered a meal.
To order for another meal, return to Step 2.

***Note:** Your diet might have some limits. You will see them in the top right corner. If you choose more items or quantities than the set limits, you will not be able to place your order. Adjust your choices until you can place your order.

Examples of set limits



You will receive standard meals at breakfast, as well as for other meals at these times:

- When you miss ordering with the app by 9:00p.m. the day before.
- When the type of diet you are on changes after you make your selection.
- When the Menu Assistant misses speaking with you to take your order.

If you have any questions or concerns with downloading or using the app, ask your nurse to contact **Food Services**. We will come and help you.