

Bedside Connect / Room Service Connect 21.1

User Manual

YOUR
GUIDE TO
INNOVATIVE
SOLUTIONS

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1 Getting Started

Welcome to the *Bedside Connect / Room Service Connect 21.1 User Manual*. Bedside Connect and Room Service Connect are browser-based applications that allow you to use a touch screen application to select patrons and enter their meal choices while also allowing for full mouse and keyboard capability. While both applications can run on a PC or a mobile device, BC is designed to be run on a tablet for primary use at the bedside while RSC is designed to be run on a PC for primary use in a call center or diet office.

While both Connect products offer functionality similar to that seen in Hospitality Suite (HS), each was designed to simplify the menu selection process by offering a simpler menu entry method and providing additional patron-related information on the menu selection screen.

With Bedside Connect and Room Service Connect you can:

- Select patron and enter their meal selections, including:
 - Request menu items not offered on the patron menu
 - Adjust portion sizes
 - View nutrients for the meal
 - Add a comment for the meal or a menu item ¹
- View Special Services
- View and edit a patron's staff notes, language, or religion
- View meal nutrients and exchanges, as well as total daily nutrient information for a patron, and see updates to meal exchanges as selections are made
- View and edit a patron's likes, dislikes, and allergies (LDAs) and see flagged menu selections based on those LDAs
- View tray and diet order history for a patron
- Print kitchen tickets for a patron's meal ²
- Schedule an advance delivery time for a patron's meal ³
- View delivery status for a patron's meal ⁴
- Add guest trays and additional trays for a patron
- View important alerts for patron events such as new admits, room transfers, diet order changes, new allergies, and more.

¹ This feature is available with the Room Service module.

² This feature is available with the Room Service module.

³ This feature is available with the Room Service module.

⁴ This feature is available with the Tray InMotion module.

Required Hospitality Suite Security Settings

The table below details the security lines and privilege levels required to perform specific tasks in Bedside Connect and Room Service Connect.

For more information on security settings and the HS Security utility, refer to the *Hospitality Suite Administration Manual*.

Application	Task	Security Line	Required Privilege Level
BC	Log in to Bedside Connect	Nutrition Care > Bedside Connect > Bedside Connect ¹	W
RSC	Log in to Room Service Connect	Nutrition Care > Room Service Connect > Room Service Connect ²	W
BC / RSC	Insert recipes and change portion sizes for guest tray selections	Nutrition Care > Bedside Connect > Guest Trays Add Recipes/Portions	W
BC / RSC	View the Full Patron List	Nutrition Care > Patrons > Admit/Discharged	R or W
RSC	Switch to a different facility on the Full Patron List or Quick Search pages	Nutrition Care > Room Service Connect > Multi-Schema Connect	W
BC / RSC	Modify global settings	Nutrition Care > Bedside Connect > Global Settings	W
BC / RSC	Create a Saved Search	Nutrition Care > Bedside Connect > Saved Search	W

Logging In to BC / RSC

Bedside Connect and Room Service Connect use a two-step login system to accommodate facilities with Single Sign-On enabled. On the first login screen, you will be prompted to enter the company and host name. If SSO is enabled, you will be logged in. If SSO is not set up, you will then be prompted to enter your user name and password on a second login screen.

To log in to Bedside Connect / Room Service Connect:

1. In a browser, open the web address of your Bedside Connect / Room Service Connect deployment.

¹ If the other security lines are set to W but this security line is set to H, a user will not be able to log in to Bedside Connect.

² If the other security lines are set to W but this security line is set to H, a user will not be able to log in to Room Service Connect.

2. If using Room Service Connect, select the mode you want to use:
 - If you want to log in to [Call Center Mode](#), click to select **Call Center Mode**.
 - If you want to log in to [Bedside Mode](#), click to select **Bedside Mode**.
3. In the **Company** box, enter the name of your Hospitality Suite company/schema.
4. In the **Host** box, enter the name of your Hospitality Suite host.
5. If you want Bedside Connect / Room Service Connect to remember your company, and host, click to select **Remember Me**.



Tip: If you select **Remember Me** on the first login screen, it will also be selected on the second screen.

6. Click **Next**.

Room Service
CONNECT

Select Mode

Call Center Mode Bedside Mode

Company

Host

Remember Me

Next

7. If SSO is set up and your user account is linked to a Hospitality Suite account, the *Sign in* dialog box appears. Continue as follows:
 - a. In the **Username** box, enter your network user name.
 - b. In the **Password** box, enter your network password.
 - c. Click **Sign In**.



Note: If you are accessing Bedside Connect / Room Service Connect on an iOS device, due to the NTLM protocol, you will always see the **Sign In** dialog box when logging in.



For more information on setting up Kerberos Authentication to prevent the **Sign In** dialog box from appearing every time you log into Bedside Connect / Room Service Connect, refer to the *Connect Suite Installer User Guide*.

8. If SSO is not set up or your user account is not linked to a Hospitality Suite account, an additional login screen appears. Continue as follows:
 - a. In the **Username** box, enter your Hospitality Suite account user name.
 - b. In the **Password** box, enter your Hospitality Suite account password.
 - c. If you want Bedside Connect / Room Service Connect to remember your user name, company, and host, click to select **Remember Me**.
 - d. Click **Log In**.

 Remember Me



Notes:

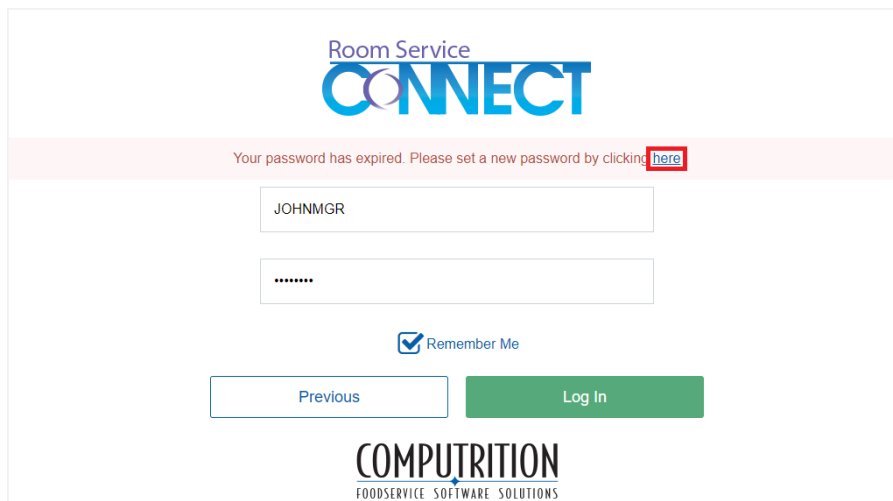
- If your Hospitality Suite password has expired, a notification will appear after the first attempt to log in to Bedside Connect / Room Service Connect after the password expiration. You will have to log in to Hospitality Suite again to be prompted to change your password.
- The ability to store passwords for the Bedside Connect / Room Service Connect login screen is handled by the browser you are using, not by Bedside Connect / Room Service Connect. For security purposes, using this feature with Bedside Connect / Room Service Connect is discouraged. It can usually be disabled, though the location of these settings varies from browser to browser. Contact your IS team to assist as needed.

Changing Your Password

If the password for your Hospitality Suite user account has expired, you will not be able to log in to Bedside Connect / Room Service Connect. You can change your expired password directly from Bedside Connect / Room Service Connect.

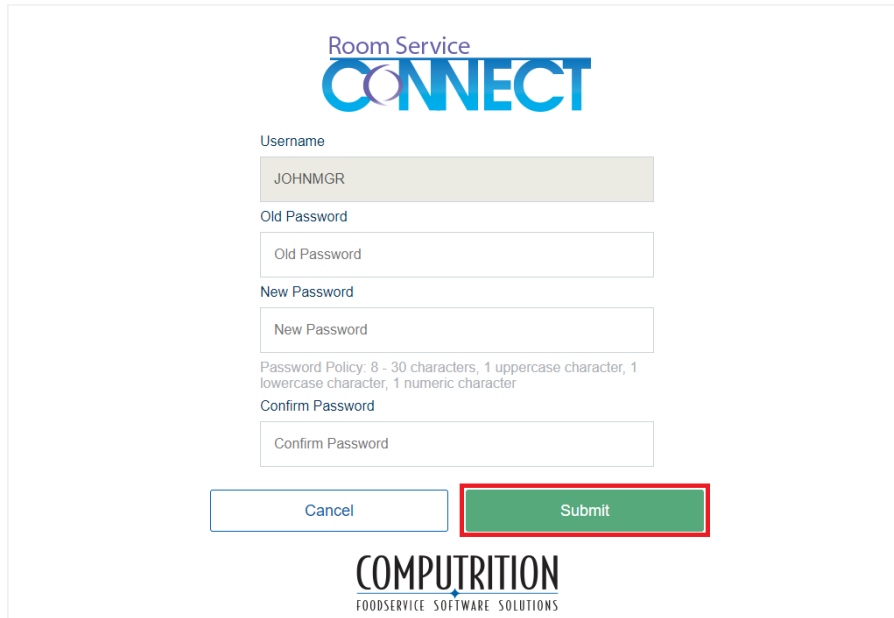
To change your expired password:

1. In the password expiration message, click **here**. The change password page appears.



2. In the **Old Password** box, enter your expired password.

3. In the **New Password** box, enter a new password for your account that meets the listed password requirements.
4. In the **Confirm Password** box, re-enter the new password.
5. Click **Submit**.

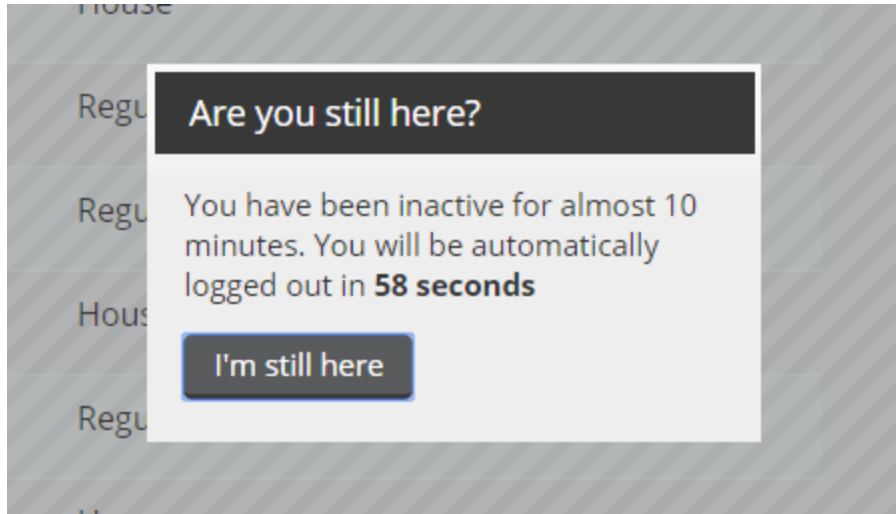


The screenshot shows the 'Room Service CONNECT' login and password change interface. At the top is the logo for 'Room Service CONNECT'. Below it are several input fields: 'Username' (containing 'JOHNMGR'), 'Old Password', 'New Password', and 'Confirm Password'. A 'Password Policy' note is located below the 'New Password' field, stating: 'Password Policy: 8 - 30 characters, 1 uppercase character, 1 lowercase character, 1 numeric character'. At the bottom of the form are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular border.

Time Out Settings

To ensure HIPAA compliance, users are automatically logged out of the application after an extended period of inactivity.

A message with a timer appears if you haven't taken any actions or clicked to a different page in 10 minutes. You will have 60 seconds to click **I'm still here** to continue your session. If you do not click the button within 60 seconds, you are logged out of the session.




Note: If a user closes the browser tab/window while they were in a [patron record](#), that record is locked for a 10-minute timeout. However, if the same user logs back in within the 10-minute window, the lock is cleared and the patron record is available for editing.

Logging Out of BC / RSC



Caution: When using Bedside / Room Service Connect on mobile devices, you must always close the browser tab (rather than swiping up to close the browser application from the app tray) after logging out of the application. Failing to close the browser tab may result in an Anti Forgery Token Error if you try to reuse the unclosed browser tab.

To log out of Bedside Connect / Room Service Connect:

- On the Full Patron List or Quick Search page, in the top-right corner, click  .

2 Application Overview

This section includes information on how to navigate the different pages of Bedside Connect and Room Service Connect and the user interface of each of the major pages of the application.

Application Modes

If your facility has both Bedside Connect and Room Service Connect, you will be given the choice of selecting an application mode when logging in to the application. The difference between the two modes is described in the following table:

Mode	Primary Application	Starting Page	Unavailable Features
Call Center Mode	Room Service Connect	Quick Search	Next Meal, Next Patron, Previous Patron navigation
Bedside Mode	Bedside Connect	Saved Searches	Quick Search

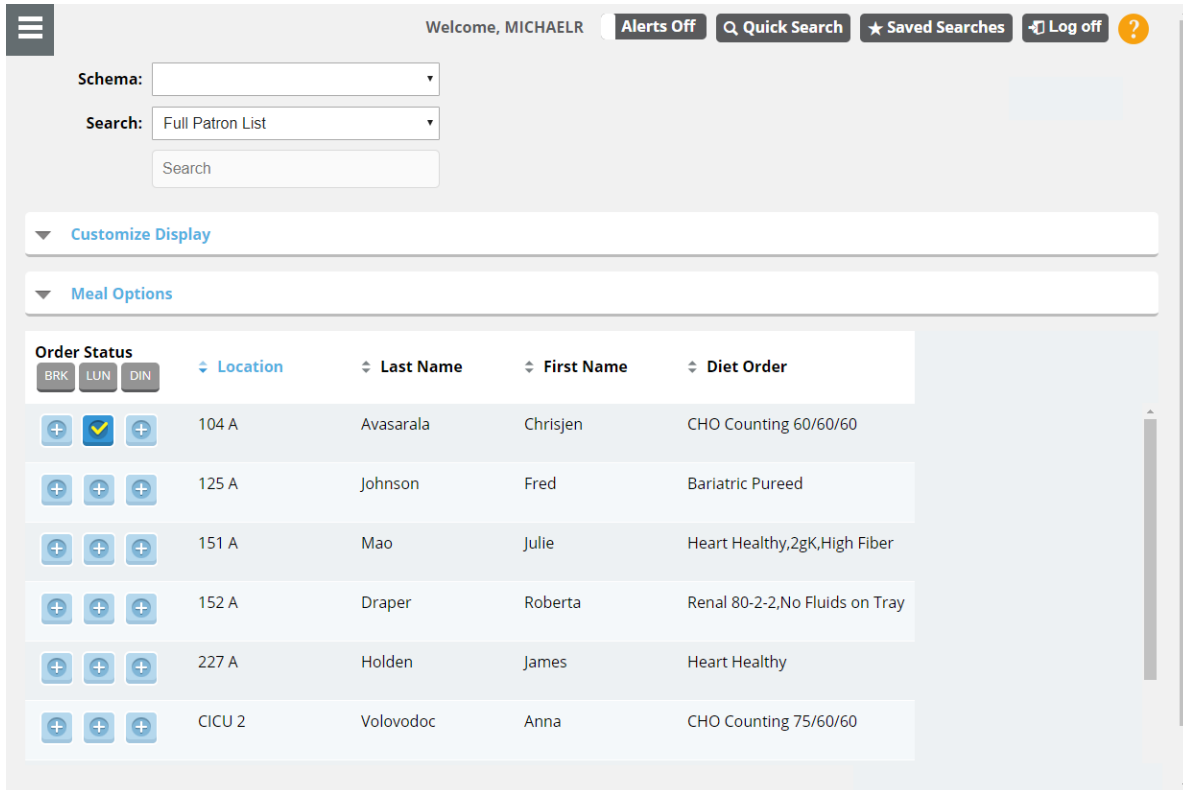
Full Patron List

This section details the features and functions of the Full Patron List (FPL), which includes every patron currently admitted at your facility. From the Full Patron List you can open any [patron record](#) and [order a meal](#) for them.



Notes:

- The Full Patron List will be named based on the Records setting in Hospitality Suite. If the set to Patients, the FPL will be called the Full Patient List.
- The meals displayed under **Order Status** can be customized when [selecting which meals to display on the FPL](#).



You can navigate and filter the list in several ways:

- [Filtering the Full Patron List](#)
- [Searching the Full Patron List](#)
- [Customizing the Full Patron List Display](#)
- [Selecting Meals to Display on the Full Patron List](#)



Note: If you click a patron row on the list, it will open to the first unordered meal of the day for the patron.

Opening the Full Patron List

To open the Full Patron List:

- On the [Quick Search](#) page or [Saved Searches](#) page, click . The **Full Patron List** opens.

Switching to a Different Facility (Schema)



The following is only available to customers with Room Service Connect.

If Room Service Connect was installed with multiple facilities (schemas), you can quickly swap between two different facilities (without having to log out/in) if your user credentials are the same for both your original facility and the facility to which you are switching.



For more information on setting up multiple facilities in Room Service Connect, refer to the *Connect Suite Installer User Guide*.

To switch to a different facility (schema):

- In the top-left corner of the Full Patron List or Quick Search page, in the **Schema** list, select the facility you want to switch.

Schema: NORTHHOSPITAL
EASTHOSPITAL
SOUTHHOSPITAL
WESTHOSPITAL
CHILDRENS
TEACHING
REHABILITATION
NORTHHOSPITAL

Location

Patient Name

The page will reload to display the records for the destination facility.




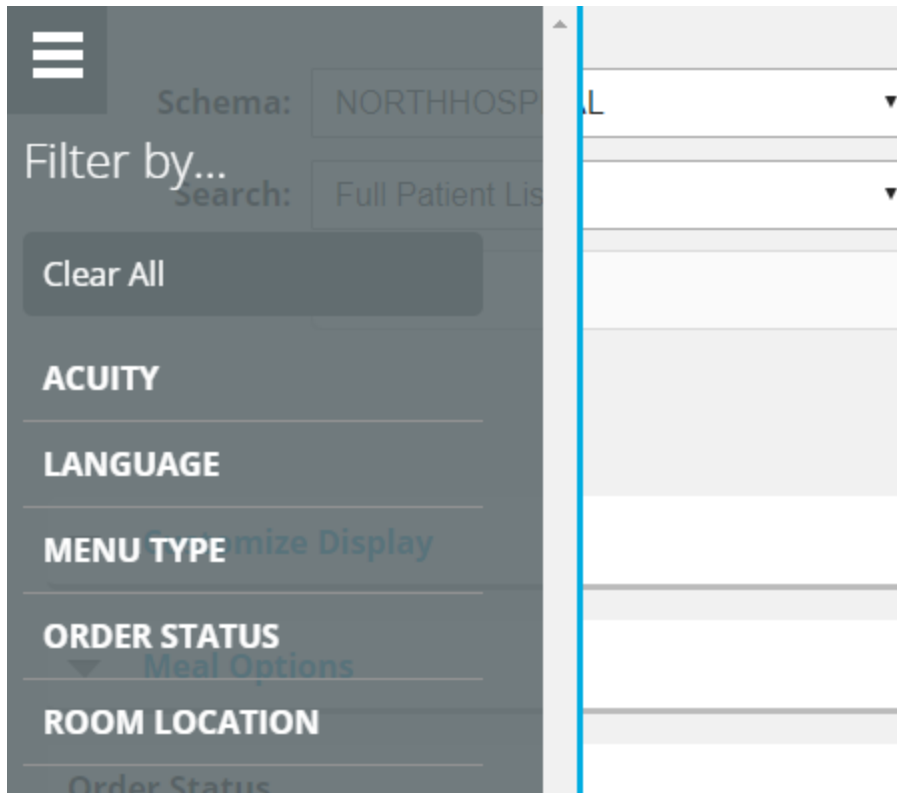
Note: If your user credentials are not set up for the destination facility, the login page will appear.

Filtering the Full Patron List

You can quickly filter the FPL to display only patrons that match your selected filters.

To filter the Full Patron List:

1. On the Full Patron List, in the top-left corner, click . The filter drawer expands from the left.

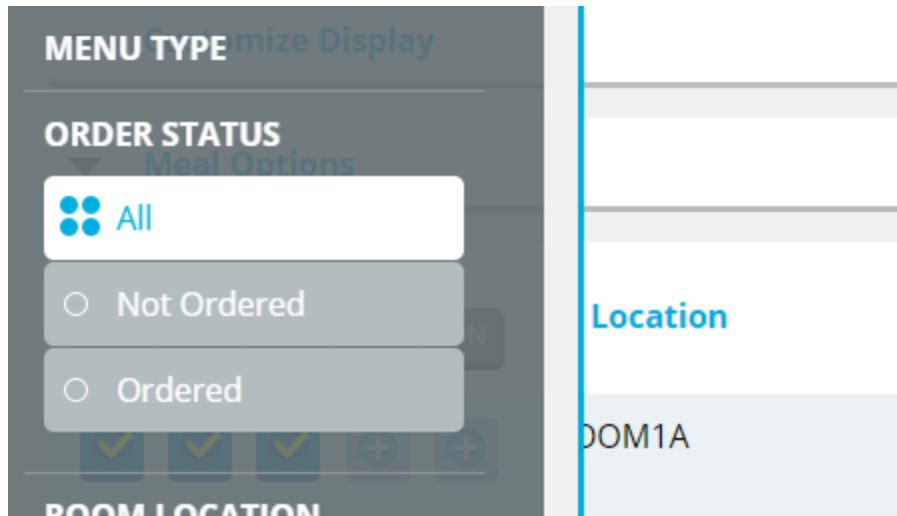


2. Select the category with which you want to filter patrons:

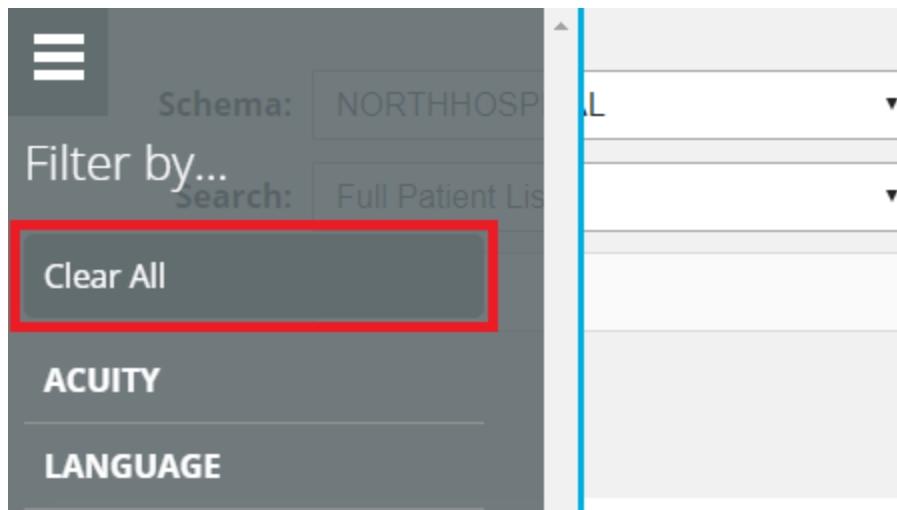
- If you want to display all patrons that match any of the options in the category, click **All**.
- If you want to display all patrons that match an option in the category, select the option.



Note: For example, if you want to only display patrons that need meal orders to be placed, click **ORDER STATUS > Not Ordered**.



3. If you want to clear all selected filters, click **Clear All**.

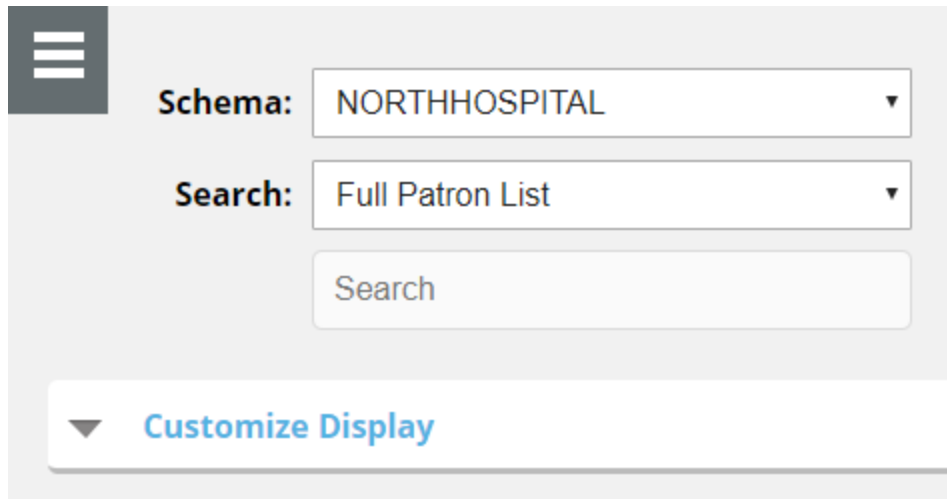


Searching the Full Patron List

You can use the search box on the FPL to quickly search through all patrons. The search box will display any patrons that match the entered keyword with their [current displayed information](#).

To search the Full Patron List:

1. In the **Search** list, select the list you want to search as follows:
 - If you want to search the FPL, click **Full Patron List**.
 - If you want to search a created Saved Search of the FPL, select the name of the Saved Search.
2. In the **Search** box, begin typing the keyword by which you want to search. As you type the FPL will filter out any patrons that do not match your keyword(s) in their displayed information.



Customizing the Full Patron List Display

You can customize which patron information columns are displayed on the FPL. The available columns are as follows:

- Order Status
- Location
- Delivery Status
- Last Name
- First Name
- Date of Birth
- MRN¹
- ID
- Diet Order
- Menu Type
- Admit Date
- Language
- Religion
- Acuity
- Staff Notes

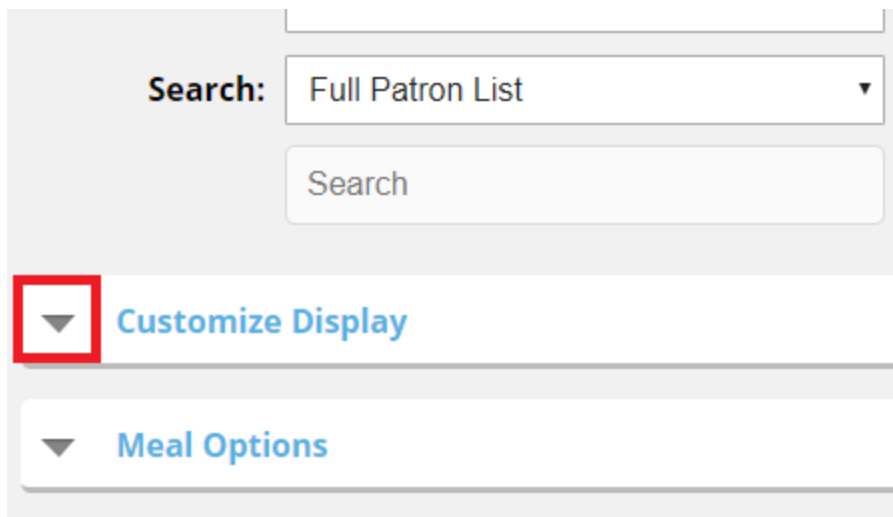
1 Medical Record Number



- The **Order Status** column displays icons to quickly convey the status of an order. For more information on these icons, refer to [Order Status Icons](#).
- The **Delivery Status** column displays icons to quickly convey the status of the patron's meal within Tray InMotion. For more information on these icons, refer to [Delivery Status Icons](#).

To customize the displayed columns of the Full Patron List:

1. To the left of **Customize Display**, click ▼. The menu expands.



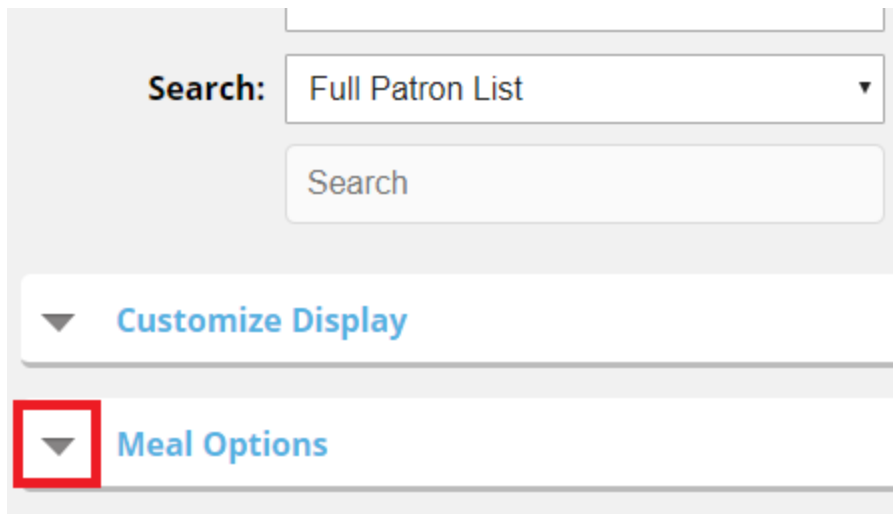
2. Click to select the column(s) you want to display on the FPL. The selected columns display as you select them.
3. Click to clear the column(s) you do not want to display on the FPL. The selected columns are removed as you clear them.

Selecting Meals to Display on the Full Patron List

You can customize which meals will be displayed under **Order Status** on the FPL. You can use these options to customize a specific view of the FPL and [save it as a Saved Search](#).

To select the meals to display on the Full Patron List:

1. To the left of **Meal Options**, click ▼ . The menu expands.



2. Under **Start**, select the starting meal to display under **Order Status** as follows:
 - a. In the **Day** list, select the starting day to display meal order status as follows:
 - b. In the **Meal** list, select the starting meal to display meal order status.
3. Under **End**, select the ending meal to display under **Order Status** as follows:
 - a. In the **Day** list, select the ending day to display meal order status.
 - b. In the **Meal** list, select the ending meal to display meal order status.
4. Under **Meals to process**, in the list, select the meals selection set from Hospitality Suite to use to select which meals within the **Start** and **End** range are displayed under **Order Status**.



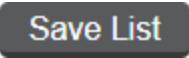
Note: For example, if the **Start** meal is set to **Lunch** and the **End** meal is set to **8 PM Snack**, and you select a selection set with only Breakfast, Lunch, and Dinner in the list, only Lunch and Dinner will be displayed under **Order Status** because the selection set excludes all snacks despite them being included in the selected range in the application.

As you make selections, the **Order Status** column changes to reflect your selections.

Creating a New Saved Search

You can create a Saved Search from a combination of filters on the Full Patron List. Any created Saved Searches are available in the **Search** list when [searching the Full Patron List](#) and on the [Saved Searches](#) page.

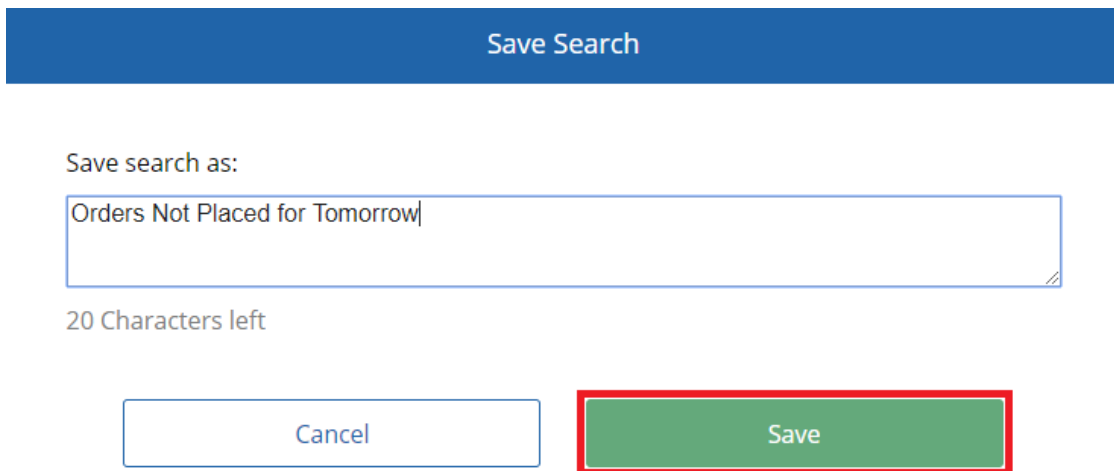
To create a new Saved Search:

1. On the Full Patron List, customize the list with the filters you want to use for the Saved Search as follows:
 - [Filtering the Full Patron List](#)
 - [Customizing the Full Patron List Display](#)
 - [Selecting Meals to Display on the Full Patron List](#)
2. In the bottom-right corner, click . The **Save Search** dialog appears.
3. In the **Save search as** box, enter a name for the Saved Search.



Note: The name of a Saved Search cannot contain special characters (!, #, \$, ', etc.).



4. Click **Save**.




The image shows a 'Save Search' dialog box. At the top is a blue header with the text 'Save Search'. Below the header is the label 'Save search as:' followed by a text input field containing the text 'Orders Not Placed for Tomorrow'. Below the input field, it says '20 Characters left'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red border.

Beginning Patron Orders from the Full Patron List

You can start ordering patron meals directly from the Full Patron List. If you are using Bedside Connect or Room Service Connect in [Bedside Mode](#), once you start creating patron orders, you can






navigate through patrons in the order they appear on the FPL using the Previous Patron  and Next Patron  icons.

To begin patron orders from the Full Patron List:


- On the Full Patron List, in the bottom-right corner, click . The patron record opens for the first patron in the list with no orders placed.

Order Status Icons




The **Order Status** column on the Full Patron List uses four different icons, which are detailed in the following table, to indicate order status.



Icon	Description
	Selections have not yet been made for this meal.
	At least one selection has been made for this meal, but the meal has not yet been ordered.
	Selections were made automatically for this meal using SmartSubstitutions in Hospitality Suite.
	A ticket (tray ticket or kitchen ticket) has been printed for the meal.
	No menu is available for this meal.

Delivery Status Icons


 The following is only available to customers with the Tray InMotion add-on module.

The **Delivery Status** column on the Full Patron List uses five different icons, which are detailed in the following table, to indicate the current tray delivery status of the patron's order.

Stage	Icon	Name	Description
1		Ticket Printed	Ticket has been printed for this meal.
2		Assembled	The tray has been assembled in the kitchen and is ready for delivery.
3		Left Kitchen	The tray has left the kitchen and is in the process of being delivered.

Stage	Icon	Name	Description
4		Delivered	The tray has been delivered to the patron.
5		Picked up	The patron is done with the tray and it has been picked up to be returned to the kitchen.

Quick Search

 The following is only available to customers with Room Service Connect.

If you log in to Room Service Connect in [Call Center Mode](#), the landing page will be the Quick Search page.

Quick Search displays a simplified version of the [Full Patron List](#) with no filters or customization options. Only three columns of information are displayed for each patron row: **Location**, **Patron Name**, and **Diet Order**.

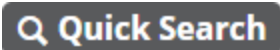
	Location	Patron Name	Diet Order
Begin Order	104 A	Avasarala, Chrisjen	CHO Counting 60/60/60
Begin Order	125 A	Johnson, Fred	Bariatric Pureed
Begin Order	151 A	Mao, Julie	Heart Healthy,2gK,High Fiber
Begin Order	152 A	Draper, Roberta	Renal 80-2-2,No Fluids on Tray
Begin Order	227 A	Holden, James	Heart Healthy

Opening Quick Search

While Quick Search is automatically opened to when logging in to Call Center Mode, you can also access the Quick Search page from other pages in the application.

To open Quick Search:

- In [Call Center Mode](#), in the [Full Patron List](#) page or [Saved Searches](#) page, click



The **Quick Search** page opens.

Switching to a Different Facility (Schema)



The following is only available to customers with Room Service Connect.

If Room Service Connect was installed with multiple facilities (schemas), you can quickly swap between two different facilities (without having to log out/in) if your user credentials are the same for both your original facility and the facility to which you are switching.



For more information on setting up multiple facilities in Room Service Connect, refer to the *Connect Suite Installer User Guide*.

To switch to a different facility (schema):

- In the top-left corner of the Full Patron List or Quick Search page, in the **Schema** list, select the facility you want to switch.

Schema: NORTHHOSPITAL ▼
EASTHOSPITAL
SOUTHHOSPITAL
WESTHOSPITAL
CHILDRENS
TEACHING
REHABILITATION
NORTHHOSPITAL

Location

Patient Name

The page will reload to display the records for the destination facility.



Note: If your user credentials are not set up for the destination facility, the login page will appear.

Quick-Searching for a Patron

The search box on the Quick Search page will display any patrons that match the entered keyword with their room location, name, or diet order.

To quickly search for patron:

- In the **Search** box, begin typing the keyword by which you want to search. As you type the Quick Search will filter out any patrons that do not match your keyword(s) in their displayed information.

The screenshot shows a search box containing the text 'heart'. Below the search box is a table with three columns: 'Location', 'Patron Name', and 'Diet Order'. Each row in the table has a blue 'Begin Order' button to its left.

	Location	Patron Name	Diet Order
Begin Order	151 A	Mao, Julie	Heart Healthy,2gK,High Fiber
Begin Order	227 A	Holden, James	Heart Healthy
Begin Order	CICU 5	Kamal, Alex	Heart Healthy,2gK,High Fiber

Beginning an Order from Quick Search

You can quickly begin a meal order for any patron listed on the Quick Search page.

To begin an order from Quick Search:


- On the row of the patron for which you want to [order a meal](#), click [Begin Order](#). The patron record opens to the first meal of the current day.



Note: When you are done ordering the meal for the selected patron and click **Done**, you will be returned to the Quick Search page.

Saved Searches

You can use the Saved Searches feature to set up and save for later use a specific combination of filters, customized columns, and displayed meals from the Full Patron List. For example, you can build a Saved Search that displays only patrons that have not yet had breakfast ordered for the following day, so your facility can have all those orders set up in advance and ready to go for the morning.

While Saved Searches is accessible for both application modes, it works best for Bedside Mode where you can quickly place orders for all patrons included in the Saved Search by using the **Next Meal** and **Next Patron**  buttons.

Title	Actions
Orders Not Placed for Today	Delete View / Edit Begin Orders
Orders Not Placed for Tomorrow	Delete View / Edit Begin Orders
Orders Not Placed for Tomorrow+1	Delete View / Edit Begin Orders

Opening the Saved Searches Page

To open the Saved Searches page:

- On the [Quick Search](#) page or [Full Patron List](#), click . The **Saved Searches** page opens.

Creating a New Saved Search

You can create a Saved Search from a combination of filters on the Full Patron List. Any created Saved Searches are available in the **Search** list when [searching the Full Patron List](#) and on the [Saved Searches](#) page.

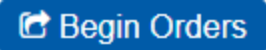


For more information on creating a new Saved Search, refer to [Creating a New Saved Search](#).

Beginning Orders from a Saved Search

You can use the Saved Searches page to set up a group a patrons and then, in [Bedside Mode](#), quickly move through placing meal orders for all patrons included in that search.

To begin orders from a Saved Search:

- On the **Saved Searches** page, for the search you want to use to place orders, click . The record for the first patron in the search opens to the first unordered meal of the day.


Editing a Saved Search

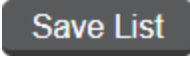
You can edit a Saved Search at any time if you want to modify the selected filters, customized columns, and displayed meals used to create the Saved Search initially.



Note: Overwriting an existing Save Search is not available at this time. You will need to save the updated Save Search with a new name and then [delete the old Saved Search](#).

To edit a Saved Search:

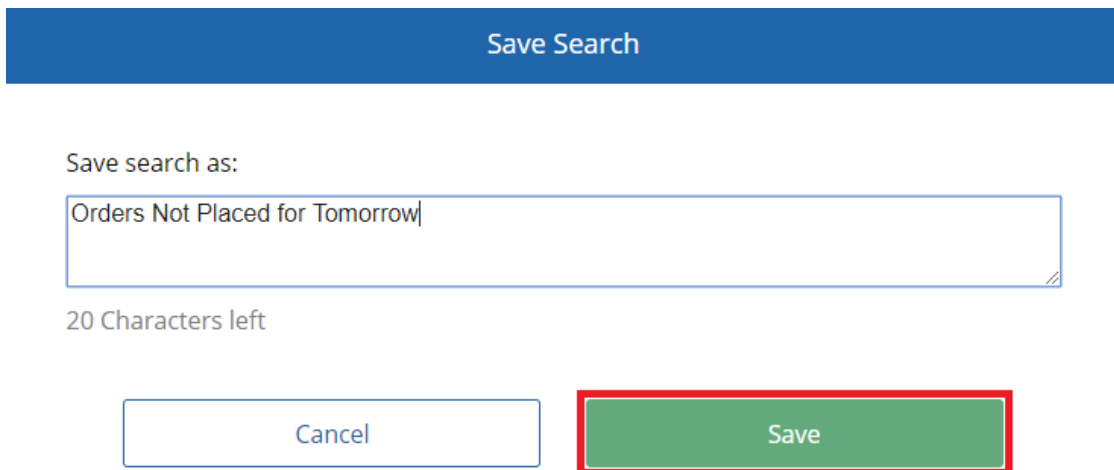
1. On the **Saved Searches** page, for the search you want to edit, click . The **Full Patron List** opens displaying the results of the Saved Search.
2. On the Full Patron List, customize the list with the filters you want to use for the Saved Search as follows:
 - [Filtering the Full Patron List](#)
 - [Customizing the Full Patron List Display](#)
 - [Selecting Meals to Display on the Full Patron List](#)

3. In the bottom-right corner, click . The **Save Search** dialog appears.
4. In the **Save search as** box, enter a name for the Saved Search.



Note: The name of a Saved Search cannot contain special characters (!, #, \$, ', etc.).


5. Click **Save**.

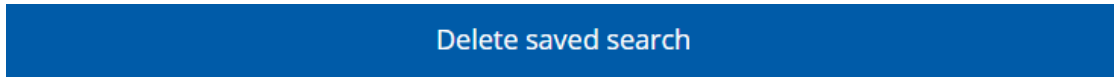


The image shows a 'Save Search' dialog box. At the top is a blue header with the text 'Save Search'. Below the header is the label 'Save search as:' followed by a text input field containing the text 'Orders Not Placed for Tomorrow'. Below the input field, it says '20 Characters left'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red border.

Deleting a Saved Search

To delete a Saved Search:

1. On the **Saved Searches** page, for the search you want to delete, click . A confirmation message appears.
2. Click **Yes**.



Are you sure you want to delete "ICU Patrons" search?



Patron Record




For more information on the details displayed on the patron record and the tasks you can perform on this page, refer to [Meals and Trays](#).


Alerts

As your facility administers patrons in Hospitality Suite, certain tasks or actions will create alerts to notify staff of major changes to patron information. Much like the Alert Monitor in Hospitality Suite, alerts are displayed for the following events, based on the modules your facility has. Available alerts are described in the following table:


Name	Occurs When ...	Required Add-on Module
Admission	A new patron is admitted.	N/A
Allergy	A new allergy is assigned to a patron.	N/A
Diet Order Cancel	A patron's existing diet order is canceled.	N/A
Diet Order Change	A patron's diet order is replaced by a new diet order.	N/A

Name	Occurs When ...	Required Add-on Module
Diet Order Change - Advance Delivery	A patron's diet order change will affect a future scheduled delivery that was already set up .	N/A
Discharge	A patron has been set to be discharged.	N/A
Guest Tray Digital Menu Selections	A guest tray was ordered using TouchPoint Dining.	TouchPoint Dining
Patron Tray Digital Menu Selections	A patron tray was ordered using TouchPoint Dining.	TouchPoint Dining
Room Service Manager Exception	An exception was generated by the Room Service Manager in Hospitality Suite.	Room Service (HS module)
Room Service Manager Status	There was a change in the status of Room Service Manager.	Room Service (HS module)
Room Transfer	A patron was transferred to a different room location.	N/A
Tray Delivery Past Due	A patron's tray delivery is tracked as late through Tray InMotion.	Tray InMotion
Tray Delivery Warning	A warning/exception was generated by Tray InMotion related to a patron tray (for example, wrong patron scanned).	Tray InMotion

You can customize which alerts appear for you in the application. Whenever a new alert is available, the counter on the alerts icon  (if turned on) will increase. You can [clear alerts](#) in the **Alerts** dialog to remove alerts that you have seen. If you click a row in the **Alerts** dialog, the record opens for the patron with the alert.




Note: Clearing alerts will only clear alerts for your user. Other users will still receive and be able to review those same alerts.



Alerts 					
New Allergies (1)	Diet Order Changes (1)				
Select	Alert Time	Last Name	First Name	Current Room	New Allergies
<input type="checkbox"/>	9:26 AM	Volovodoc	Anna	CICU 2	Shellfish, Shrimp

Turning On/Off Alerts

You can toggle the alerts functionality on or off in the application on the [Full Patron List](#) and [Quick Search](#) pages.


 **Note:** The alerts icon is always available on the patron record.

To turn on or off alerts:

- If you want to turn on alerts in the application, toggle  to on.
- If you want to turn off alerts in the application, toggle  to off.

Viewing Alerts

To view alerts in the application:

- If on the [Full Patron List](#) or [Quick Search](#) page, click the alerts icon . The **Alerts** dialog appears.

- If on a patron record, click the alerts icon. The **Alerts** dialog appears.




Note: If no alerts are currently active, clicking on the alerts icon will open the **Alerts Settings** dialog.

Clearing Alerts

If alerts are available to be viewed, but are no longer necessary, you can clear out all alerts.


To clear alerts:

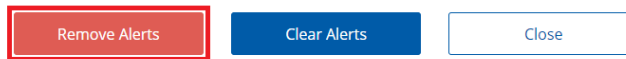
1. If the alerts icon displays at least 1 alert available, open the **Alerts** dialog as follows:
 - If on the [Full Patron List](#) or [Quick Search](#) page, click the alerts icon . The **Alerts** dialog appears.
 - If on a patron record, click the alerts icon. The **Alerts** dialog appears.



2. Click the tab containing the alert(s) you want to remove.
3. Click to select the check box for the alert you want to remove.
4. If you want to remove all alerts on the tab, click to select the check box to the left of **Select**.

5. Click **Remove Alerts**. The selected alerts are immediately removed and the dialog closes.


Alerts 					
New Allergies (1)					
<input type="checkbox"/> Select	Alert Time	Last Name	First Name	Current Room	New Allergies
<input checked="" type="checkbox"/>	1:19 PM	Volovodoc	Anna	CICU 2	Egg Prod; Egg Sub; Egg White; Egg Yolks; Egg to Eat



Managing Alert Settings

You can select which alerts appear for your user account in the application.

To manage alert settings:

1. Open the **Alerts Settings** dialog as follows:
 - If no alerts are available, click the alerts icon. The **Alert Settings** dialog appears.
 - If at least one alert is available, continue as follows:
 - i. Click the alerts icon. The **Alerts** dialog appears.
 - ii. In the top-right corner, click . The **Alert Settings** dialog appears.
2. Click to select the alerts you want to see.
3. Click to clear the alerts you do not want to see.
4. Click **Save**.

Settings



This task can only be performed by users with the security line **Nutrition Care > Bedside Connect > Global Settings** set to **W** in HS Security.


On the Global Settings page, you can modify several settings that affect the appearance or functionality of the application for all users. This section details the settings you can modify in the application and what they affect.

After the application is installed for the first time, you must change the settings to ensure settings such as the second patron identifier are displaying the way you want to them to appear. Default settings for each setting are detailed in the following table:

Setting Name	Default Setting
Upload Logo	No image
Second Patron Identifier	None
Display Recipes by	Menu Item Name
Nutrients to Display for Recipe/Menu Analysis	<ul style="list-style-type: none"> • Calories • Protein • Fat • Carbs • Cholesterol • Sodium
Publishing Groups to Display on Menu Page	None selected and no icons assigned
Recipe Sources Filter for Request Items Search	No selections ¹

Viewing Settings

To view settings in the application:

- On the **Saved Searches** page, in the top-right corner, click  **Settings**. The **Global Settings** dialog opens.



Note: The Settings button is only available on the **Saved Searches** page.


¹ Depending on if the current version of the application is an upgrade or a new installation, no selections has a different effect on the application. If the application was upgraded from a version earlier than 4.1, when no selections are made, no items will appear when Request Items are searched. If the application is a fresh install, when no selections are made, all items regardless of Recipe Source can be searched in Request Items.

Changing Your Logo in Bedside Connect / Room Service Connect



Note: When upgrading the application, if the current logo file was not copied to the newly installed directory, you will need to reupload the logo as detailed below.

To change the logo for your facility in the application:

1. On the **Saved Searches** page, in the top-right corner, click  **Settings**. The **Global Settings** dialog opens.
2. Under **Upload Logo**, continue as follows:
 - a. Click **Choose file**. The **Open** dialog box appears.
 - b. Navigate to and select the image you want to use as the logo.¹
 - c. Click **Open**. The logo applies to the application.
 - d. If you want to delete the logo, click **Delete**.




Caution: If you delete the current logo, you will need to click **Save** and reopen the **Global Settings** page before you can add a new logo.

3. Click **Save**.

Setting the Second Patron Identifier

You can set a second identifier to be used for patron identification, in addition to the patron's name.

To set the second patron identifier:

1. On the **Saved Searches** page, in the top-right corner, click  **Settings**. The **Global Settings** dialog opens.


¹ The following file types are allowed: .jfif, .jpeg, .jpg, .png. The maximum file size allowed is 4 MB.

2. In the **Second Patron Identifier** list, select the additional identifier as follows:
 - If you do not want to use an additional identifier, click **None**.
 - If you want to use the patron's Medical Record Number (MRN), click **MRN**.
 - If you want to use the patron's date of birth, click **DOB**.
 - If you want to use the patron's identification number in your system, click **Patron Id**.
3. Click **Save**.

Setting the Menu Item Display Name

You can set which Hospitality Suite field is used as the display name for menu items in the application.

To set the menu item display name:

1. On the **Saved Searches** page, in the top-right corner, click . The **Global Settings** dialog opens.
2. In the **Display Recipes by** list, select the display name as follows:
 - If you want to use the value of the **Menu Item Name** box on the **Publishing** tab of the recipe, click **Menu Item Name**.
 - If you want to use the value of the **Recipe Name** box on the **General** tab of the recipe, click **Recipe Name**.
3. Click **Save**.



Selecting the Nutrients to Display in Analyses

You can select which nutrients appear in the application on the **Meal Nutrients & Exchanges** and **Daily Total Nutrients** tabs.







Caution: It is recommended to not select more than 12 nutrients. While there is no limit to the number of nutrients you can select, selecting a large number of nutrients can create performance issues in the application, as well as result in the need to either increase the size of the nutrient bar (which decreases the size of the selection area) or scroll up/down to see all the selected nutrients.

To select the nutrients to be displayed in the application:

1. On the **Saved Searches** page, in the top-right corner, click  **Settings**. The **Global Settings** dialog opens.
2. Click to expand **Nutrients to Display for Recipe/Menu Analysis**.
3. To select nutrients you want to be displayed:
 - a. In the **Available** list, select the nutrient you want to display.
 - b. Click .
 - c. Repeat steps a–b until all nutrients you want to be displayed have been selected.



Note: You can only add nutrients one at a time.

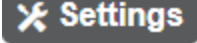
4. To remove nutrients you do not want to be displayed:
 - a. In the **Selections** list, select the nutrient you want to remove.
 - b. Click .
 - c. Repeat steps a–b until all nutrients you do not want to be displayed have been removed.
 - d. If you want to remove all nutrients in the **Selections** list at once, click .
5. To change the display order of a nutrient:
 - a. In the **Selections** list, select the nutrient you want change the placement of in the list.
 - b. If you want to move the nutrient one spot up, click .
 - c. If you want to move the nutrient one spot down, click .
6. Click **Save**.

Selecting the Publishing Groups to Display in Menus




You can select the publishing groups from Hospitality Suite that will display on the menu as menu categories. Selected publishing groups will be displayed for all menu types that are used in the application. If a publishing group is not selected, any recipes assigned to the publishing group will not appear on any menus.

In addition, you can select in these settings an icon to display for each menu category in the application.

To select the publishing groups to display in menus:

1. On the **Saved Searches** page, in the top-right corner, click . The **Global Settings** dialog opens.
2. Click to expand **Publishing Groups to Display on Menu Page**.

Publishing Groups to Display on Menu Page

Display	Icon	Name
<input type="checkbox"/>	NONE	(Unassigned)
<input checked="" type="checkbox"/>		Appetizers
<input checked="" type="checkbox"/>		Beverage and Condiments
<input checked="" type="checkbox"/>		Bread Basket

3. Click to select each publishing group you want to display in the application.
4. Click to clear each publishing group you do not want to display in the application.
5. If you want to change an icon for a publishing group, continue as follows:
 - a. Click **NONE** or the assigned icon for the publishing group. The **Choose icon** dialog appears.
 - b. Select the icon you want to display. The dialog closes and the icon applies.
6. Click **Save**.

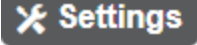
Selecting the Recipe Sources to Use for Request Item Searches

You can select which sources from the **Recipe Sources** system table in Hospitality Suite will be used when searching for [Request Items](#).



Note: Recipe sources must be selected before BSC/RSC can be used if you are upgrading to from 4.1 or prior to a version 4.2 or higher. If no selections are made in this setting, no recipes will appear in the request items search.

To select the recipe sources to use for Request Item searches:

1. On the **Saved Searches** page, in the top-right corner, click . The **Global Settings** dialog opens.
2. Click to expand **Recipe Sources Filter for Request Items Search**.
3. Click to select the recipe source(s) you want to use.
4. Click to clear the recipe source(s) you do not want to use.
5. Click **Save**.

3 Meals and Trays

The section includes information on how to use the patron record page to view patron information and order meals through the application for patrons and their guests.

Patron Information

At the top of the patron record page is included important information about the patron. The available information is described in the following table:


Tab	Field	Description
	Diet	The diet order assigned to the patron.
	Menu	The specific menu type(s) from which the patron can order.
General Information	Special Services	Any Special Services assigned to the patron in Hospitality Suite.
General Information	Staff Notes	Any notes entered by staff about the patron. You can edit the notes in BC/RSC.
General Information	Diet Order Comment	Any comments entered about the patron's diet order in Hospitality Suite.
General Information	Language	The primary language spoken by the patron. You can select the language in BC/RSC.
General Information	Religion	The patron's religion (which may have dietary implications). You can select the displayed religion in BC/RSC.
General Information	Delivery Status	The current delivery status of the patron's tray. If your facility has the Tray InMotion module, tray delivery stages will be displayed.
General Information	Last Modified	The date, time, and user that last modified the patron record.

Tab	Field	Description
Meal Nutrients & Exchanges		This tab displays the patron's nutrient intake for all selected items in the selected meal period. Current meal selections are not counted until the meal ticket is printed. You can modify the displayed nutrients in settings . If the patron is assigned a meal pattern in Hospitality Suite, the number of exchanges selected is displayed as well. ¹
Daily Total Nutrients		This tab displays the patron's nutrient intake for all ordered meals for the current selected day.

Entering Staff Notes for a Patron

You can enter and update notes for a patron that will also appear when the patron is viewed in Hospitality Suite.

To enter staff notes for a patron:

1. On the patron record, click the **General Information** tab.
2. To the right of **Staff Notes**, click  **edit**. The **Staff Notes** dialog appears.
3. In the box, enter or update any notes about the patron you want to share with colleagues.
4. Click **Save**.

Staff Notes

Mr. Smith needs assistance walking.

Cancel


Save

¹ If a patron exceeds their maximum exchanges for a nutrient, a warning message will appear and the nutrients chart icon displays in red.

Selecting a Patron's Language

You can select the primary language spoken by the patron. This selection will also appear when the patron is viewed in Hospitality Suite.

To select the patron's language:

1. On the patron record, click the **General Information** tab.
2. To the right of **Language**, click  **edit**. The **Edit Language** dialog appears.
3. In the **Select language** list, select the patron's language.



The available languages in the list are based on the languages included in the Languages system table. For more information on managing available languages in that table, refer to the *Hospitality Suite User Manual*, **System Tables > Patrons Tables > Languages Table**.

4. Click **Save**.

Edit Language

Select language:

Greek


Cancel

Save

Selecting a Patron's Religion

You can select the patron's religion, which can affect dietary considerations. This selection will also appear when the patron is viewed in Hospitality Suite.

To select the patron's religion:

1. On the patron record, click the **General Information** tab.
2. To the right of **Religion**, click  **edit**. The **Edit Religion** dialog appears.
3. In the **Select religion** list, select the patron's religion.



The available languages in the list are based on the languages included in the Religions system table. For more information on managing available languages in that table, refer to the *Hospitality Suite User Manual*, **System Tables > Patrons Tables > Religions Table**.

4. Click **Save**.

Edit Religion

Select religion:

Non-Denominational ▼

Cancel

Save

Viewing Daily Nutrient Information for a Patron

You can view nutrient information for all meals ordered for the patron for the current day. Any selections made but not ordered (or scheduled for delivery) will not appear in the tab.

To view the patron's total nutrients for the day:

- On the patron record, click the **Daily Total Nutrients** tab.

	General Information	Meal Nutrients & Exchanges	Daily Total Nutrients
<i>Totals reflect selections from ALL printed menu tickets for the day, including ALL nourishments.</i>			
Calories	184 kcal	Protein	2.3 gm
Carbs	31 gm	Cholesterol	11 mg
Iodine	0 mcg		




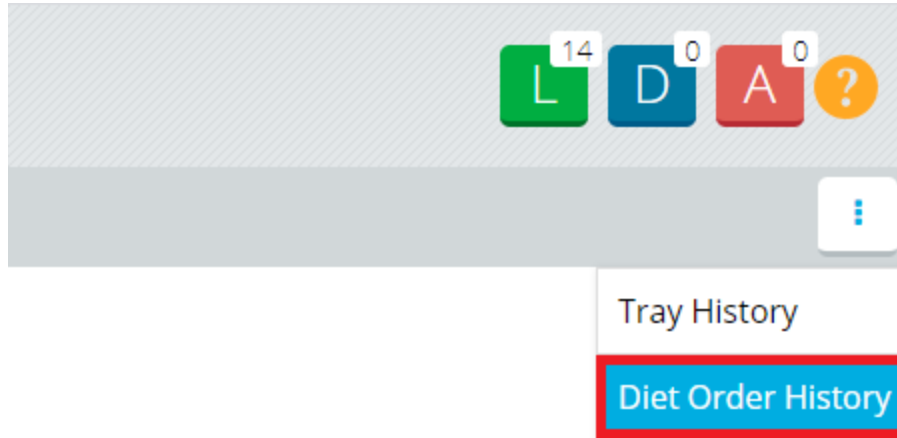
Note: You can [modify which nutrients appear on this tab](#) in settings.

Viewing a Patron's Diet Order History

You can view a patron's current diet order and a history of any previous diet orders that were assigned to the patron.

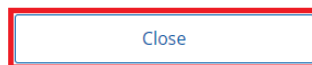
To view a patron's diet order history:

1. On the patron record, in the top-right corner, click . A drop-down menu appears.
2. Click **Diet Order History**. The **Diet Order History** dialog appears.



3. When you are done reviewing the patron's diet order history, click **Close**.

Diet Order History					
Status	Entry Date	Start Meal	Who	Menu Type	Diet Order
Current	08/09/17 06:37 AM	08/09/17 - Breakfast	JANETN	Heart Healthy	Cardiac
Past	03/11/15 12:53 PM	03/11/15 - Lunch	JASONM	Regular	Regular



Patron Meals


This section describes how to use the patron record page to set up a meal tray for a patron (or their guests) and either print the ticket for the tray immediately or schedule delivery of the tray at a later time.

Navigating Days and Meals


You can move between meals and days in the application, to set up and schedule meals for a patron after the current day and meal.

To navigate days and meals on the patron record:

1. To change the selected day, select the date tab for the adjacent day to which you want to navigate.

 **Note:** You can keep navigating ahead one day at a time until the patron's set discharge date.

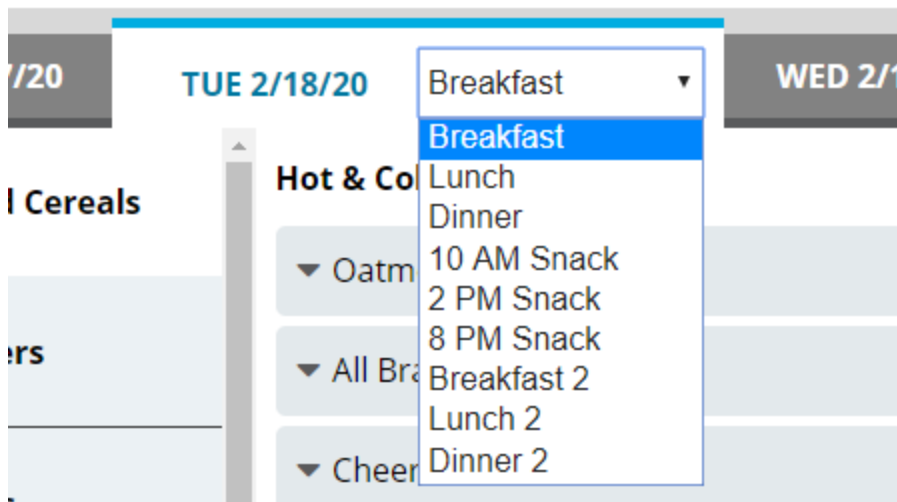
2. To change the selected meal, on the current date tab, in the list, select the meal you want to view.

 **Note:** The meals available in the list are based on the meals set up for the patron's assigned menu type.

Ordering a Patron Meal

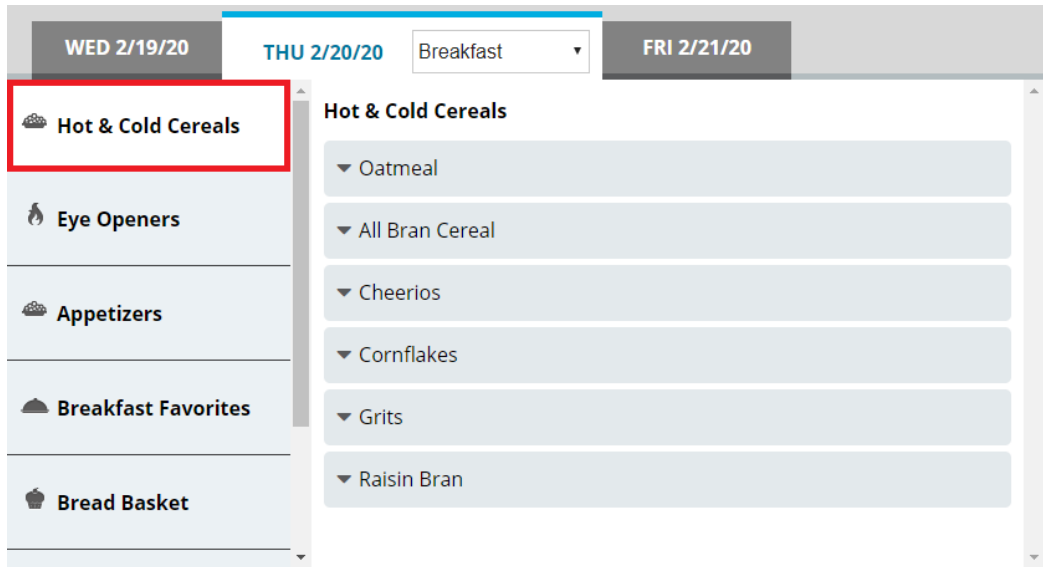
To order a meal for a patron:

1. On the patron record, select the date for which you want to order a patron meal.
2. In the list, select the appropriate meal.

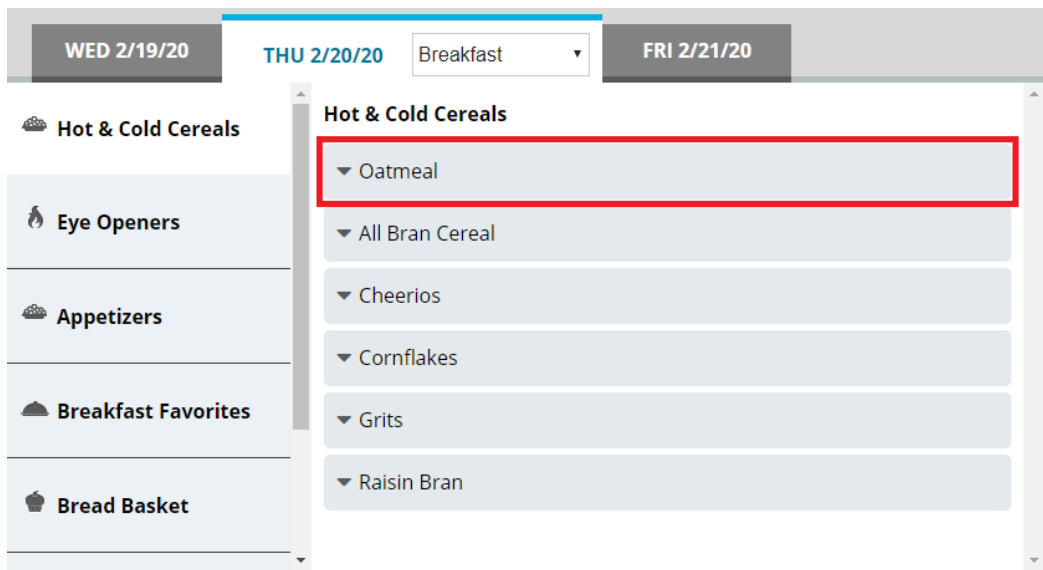


3. To add a menu item to the patron's meal:



- a. On the left menu, select the category (publishing group) for which you want to view menu items.



- b. In the center section, select the menu item you want to add.



- c. If you want to increase or reduce the portion size to order, continue as follows:

- If you want to increase the portion size of the item, click .
- If you want to reduce the portion size of the item, click .

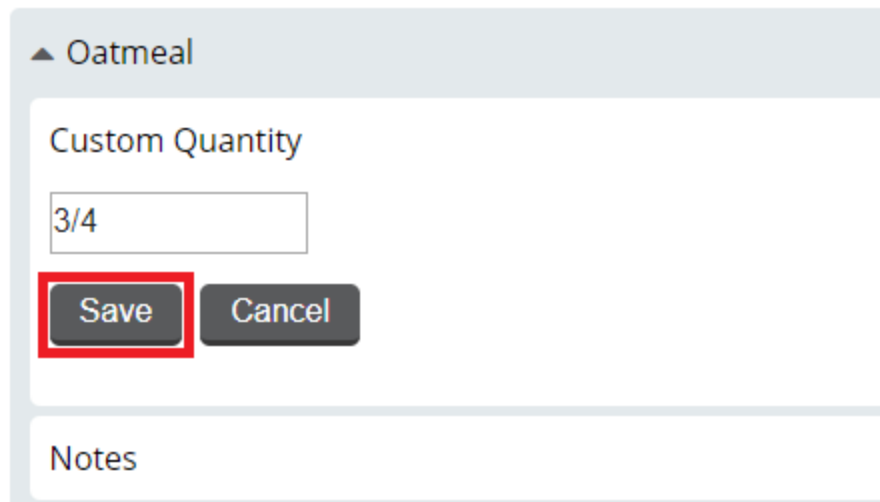
d. Manage the selection as needed:

To set a custom portion size for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Custom Quantity**.
- iii. In the **Custom Quantity** box, enter the portion size of the item that you want to order for the patron.

✓ **Tip:** You can enter fractions of a portion either as a fraction (for example, 1/2) or as a decimal (for example, .5).

iv. Click **Save**.



To add a note for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Notes**.
- iii. In the **Notes** box, enter the note you want to add.

- iv. Click **Save**.

▲ Oatmeal

Custom Quantity

Notes

[Empty text input field]

Save **Cancel**

To view nutrients for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **View Nutrients**. The option expands to display nutrient information for the menu item.

▲ Oatmeal

Custom Quantity

Notes

Hide Nutrients

Calories: 105 kcal
Protein: 4.4 gm
Fat: 1.7 gm
Carbs: 18.2 gm
Cholestrol: -
Sodium: 7 mg

To lock the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Lock Item**.



A lock icon displays next to the selection indicating it is locked.

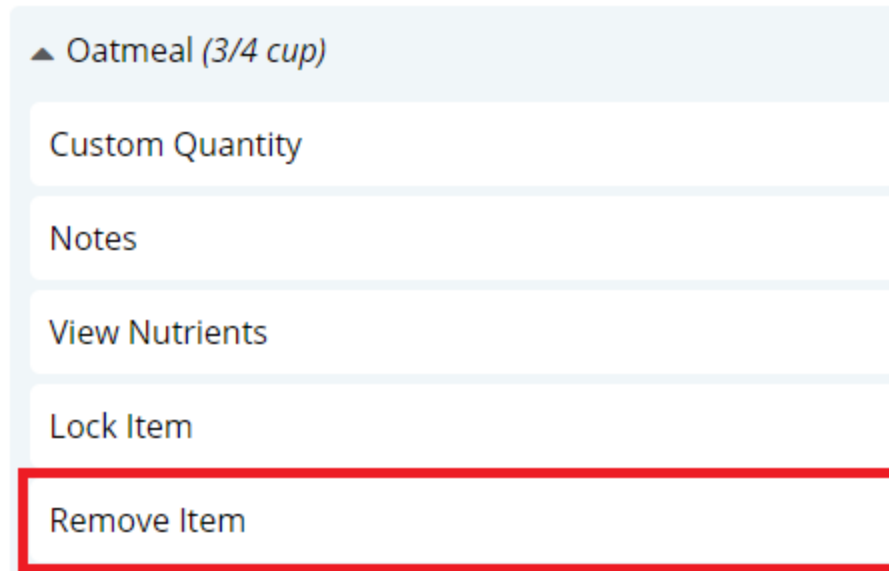
To unlock the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Unlock Item**. The lock icon is removed, indicating the item is unlocked.

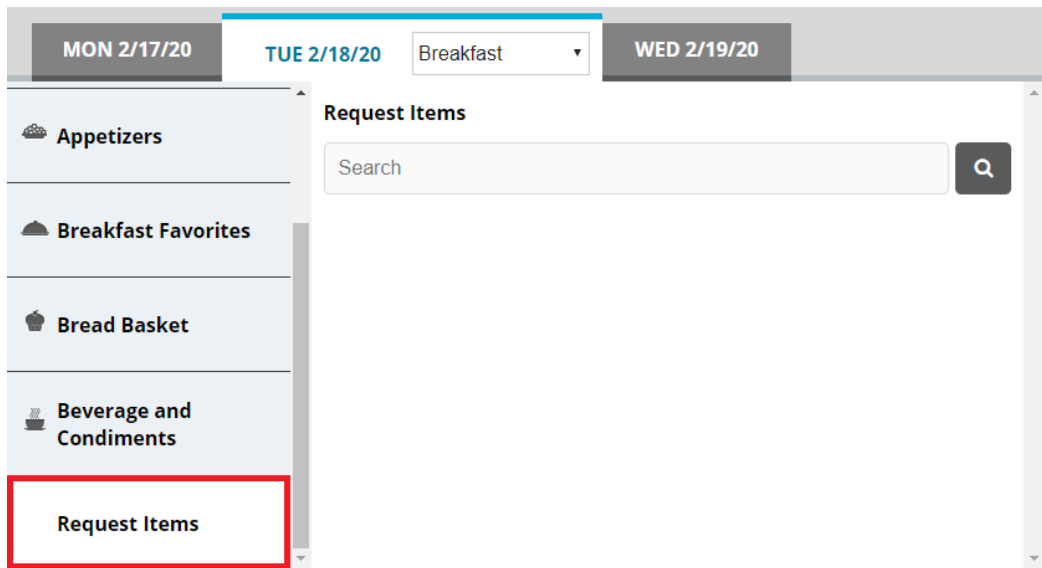



To remove the selection

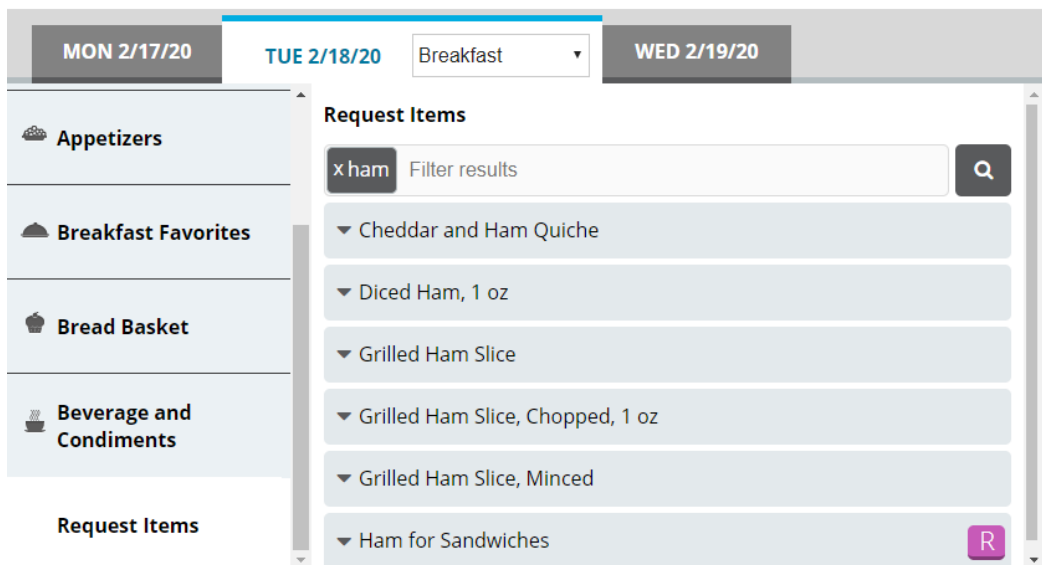
- i. Click ▼ to expand the menu item.
- ii. Click **Remove Item**. The selection is immediately removed from the **Selected Items** list.



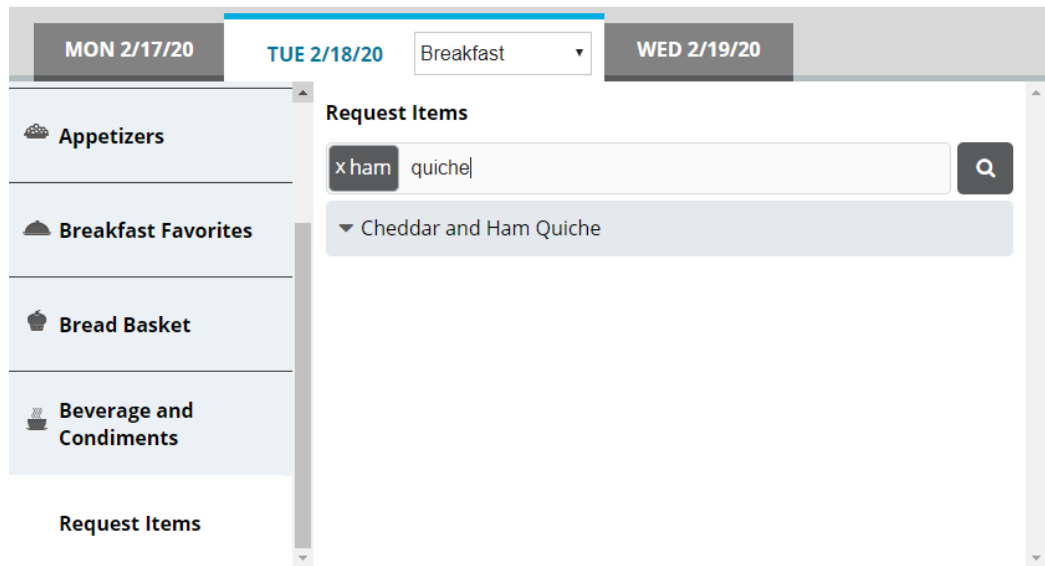
- 4. To add a menu item not on the menu to the patron's meal:
 - a. On the left menu, click **Request Items**.



- b. In the search box, enter a keyword for the item for which you want to search.
 - c. Click . You can also press **Enter**. The search results appear.



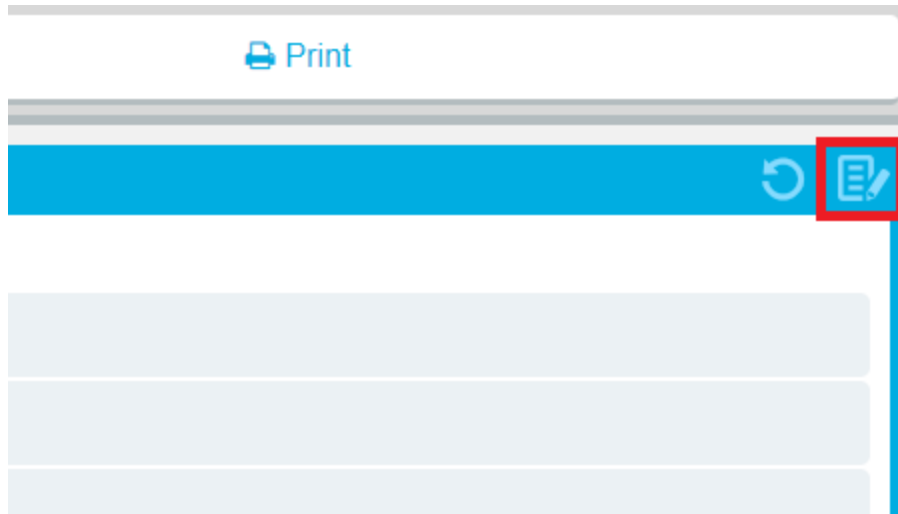
- d. If you want to filter the displayed search results, in the search box, enter an additional keyword with which to filter. The results filter as you type.



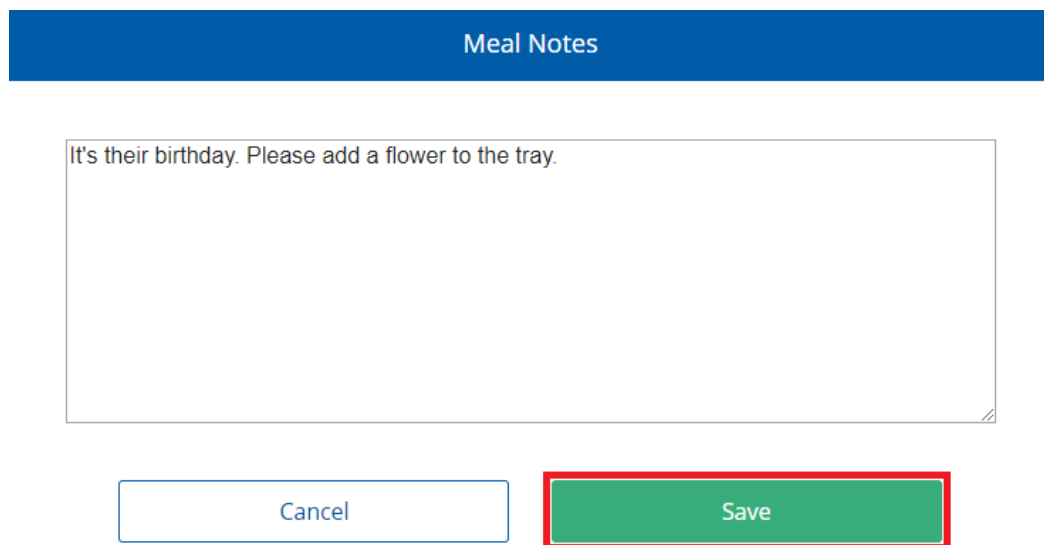
- e. From the results, select the request item you want to order. The item is added to the **Selected Items** list.
5. Repeat steps 3–4 until all menu items you want to order have been added to the **Selected Items** list.

6. If you want to add a note to the meal, continue as follows:

- a. In the top-right corner of the **Selected Items** list, click the add note icon. The **Meal Notes** dialog appears.



- b. In the box, enter the note you want to add for the meal.
- c. Click **Save**.

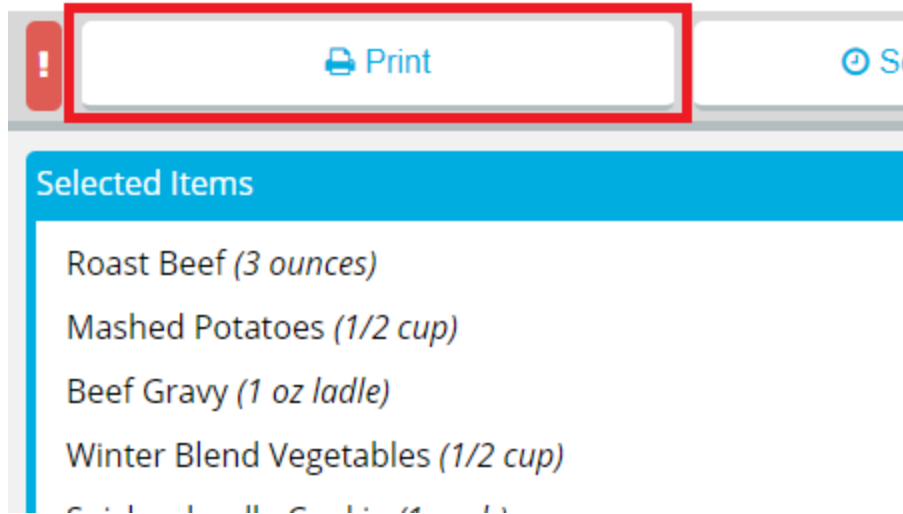


Tip: When a meal has a note added to it, a checkmark icon appears on the add note icon.

7. When you are done making selections, order the meal as follows:

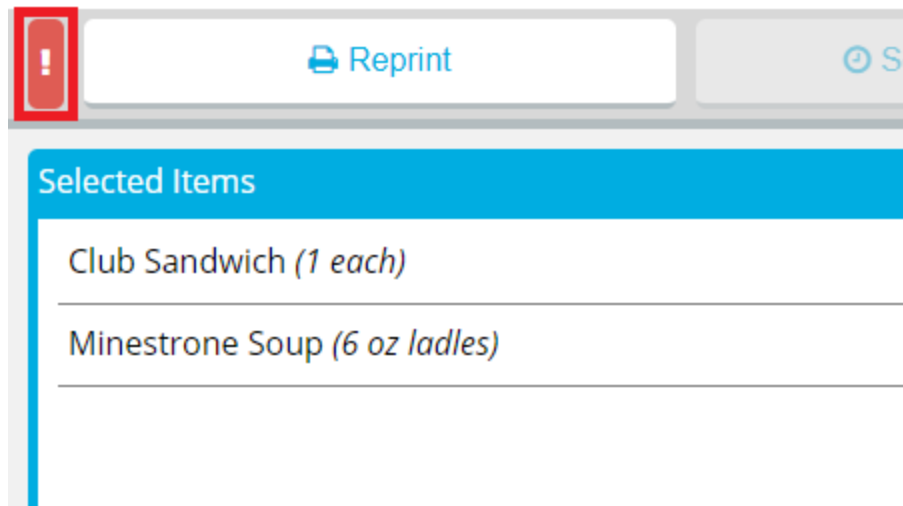
To print a ticket immediately

- Above the **Selected Items** list, click **Print**.



To send a rush ticket

- a. Above the **Selected Items** list, click !.



If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.

Reprint Ticket

Reprint Reason:

Reprint

Record Reprint for Tray Count Reporting

Cancel Reprint

To schedule meal delivery for a later time

- a. Above the **Selected Items** list, click **Schedule Delivery**. The **Schedule Delivery** dialog appears.

Print Schedule Delivery

Selected Items

- Coffee (N) (6 ounces)
- Oatmeal (3/4 cup)
- Banana (1/2 each)
- Skim Milk (1 each)

- b. In the **Schedule delivery for a specific time** list, select the time you want the patron record to be delivered.

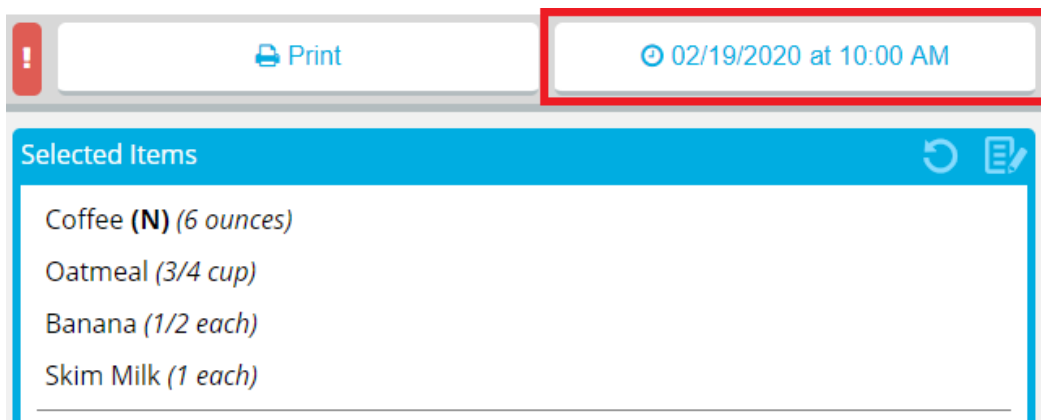


Notes:

- Depending on the time you select, the ticket for the meal will be printed with enough lead time to ensure that the meal will be delivered at the selected time.
- If your facility uses Production Control, the number in parentheses is the number of delivery slots available at that time. If no slots are available, the time displays **Full** instead of a number.

- c. If the time slot you want to select is full and you still want to deliver at that time, click to select **Override**.
- d. Click **Schedule Delivery**.

The **Schedule Delivery** button changes to display the current scheduled delivery time.



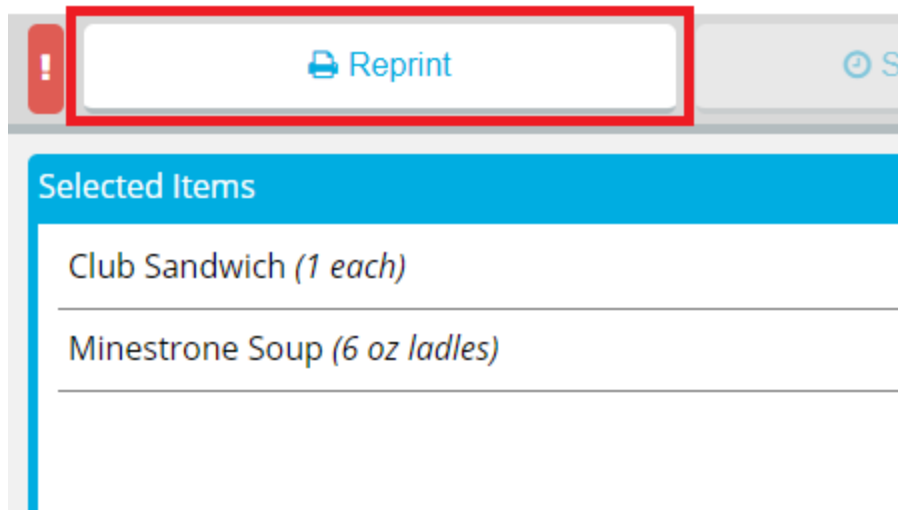
- e. If you want to change the scheduled delivery time, repeat the previous steps, selecting a different available time.



Note: [Printing the ticket](#) when a delivery time is scheduled will cancel the scheduled delivery time.

To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket

Reprint Reason:

Reprint|


Record Reprint for Tray Count Reporting

- 8. Set up additional trays as needed:
 - If you want to order a meal for the patron's guest, continue to [Ordering a Guest Meal](#).
 - If you want to order additional trays for the patron, continue to [Ordering the First Additional Tray for a Patron](#).

9. When you are done ordering the meal, continue as follows:

- If in Call Center Mode, in the bottom-right corner, click **Done**.
- If in Bedside Mode, in the bottom-right corner, click **Next Meal**.



Tip: In Bedside mode, you can also switch to the first unordered meal for the next patron on the list¹, click the **Next Patron**  icon.

Additional Trays

This section details how to create and manage additional trays for a patron's meal.

Ordering the First Additional Tray for a Patron

If a patron wants additional food after their order has been submitted, you can order an additional tray for them. This process is different from creating a second (or more) additional trays.

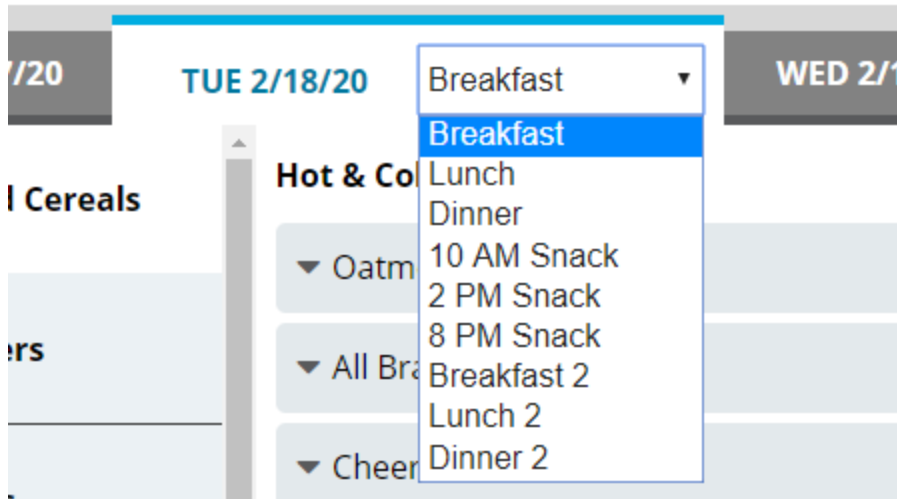


Note: There is no limit to the number of additional trays you can order for a patron in a meal period.

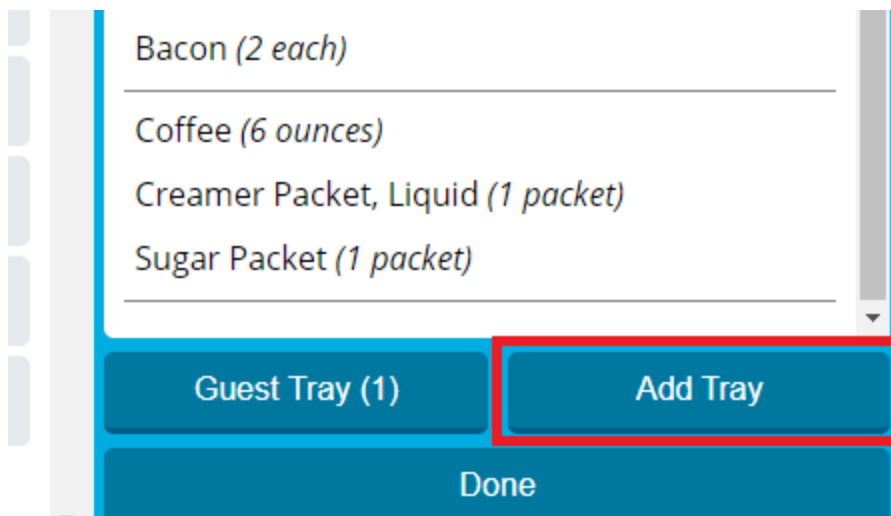
¹ If you opened the patron record from the Full Patron List, you will go to the next patron on the FPL. If you opened the patron record from a Saved Search, you will go to the next patron in the Saved Search.

To order an additional tray for a patron:

1. On the patron record, select the date for which you want to order an additional tray.
2. In the list, select the appropriate meal.



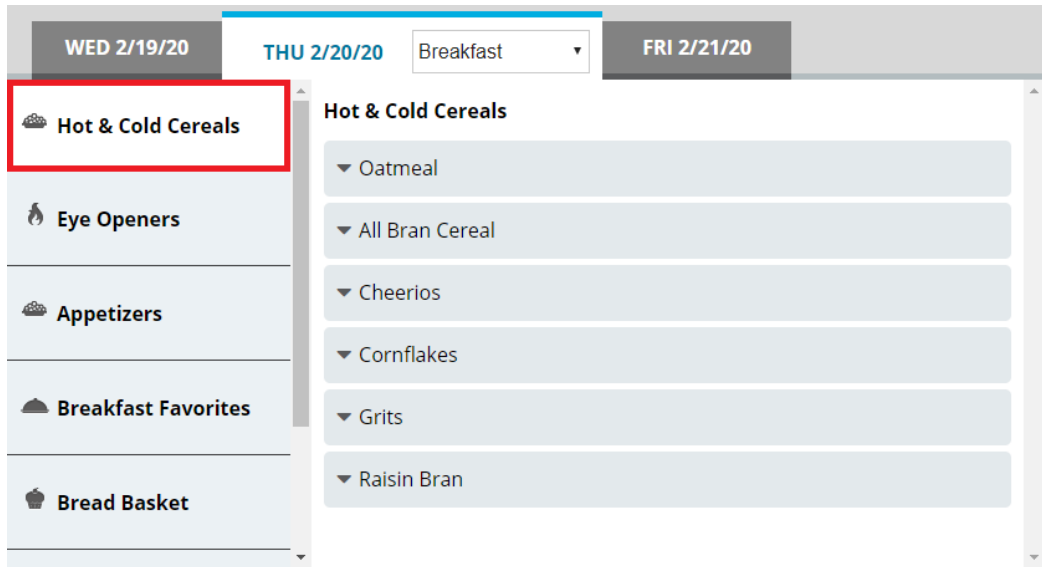
3. Under the **Selected Items** list, click **Add Tray**. The **Selected Items** list and **Add Tray** button update to display the current tray number.



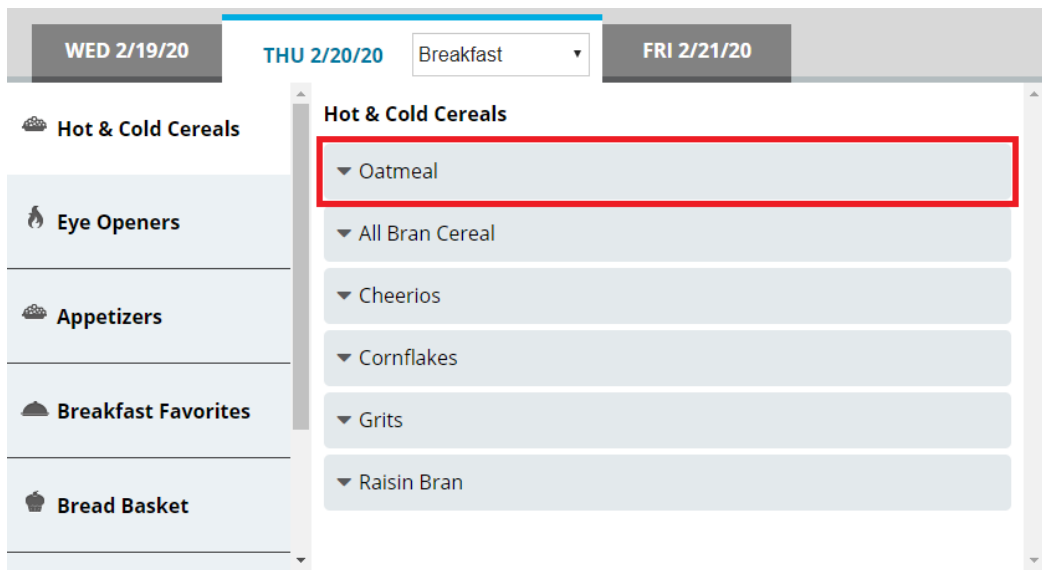
Note: The displayed tray number includes the [original tray](#) for the patron's meal. For example, if **(2)** is displayed, that indicates the original tray and one additional tray.

4. To add a menu item to the patron's additional tray:



- a. On the left menu, select the category (publishing group) for which you want to view menu items.



- b. In the center section, select the menu item you want to add.




- c. If you want to increase or reduce the portion size to order, continue as follows:

- If you want to increase the portion size of the item, click .
- If you want to reduce the portion size of the item, click .

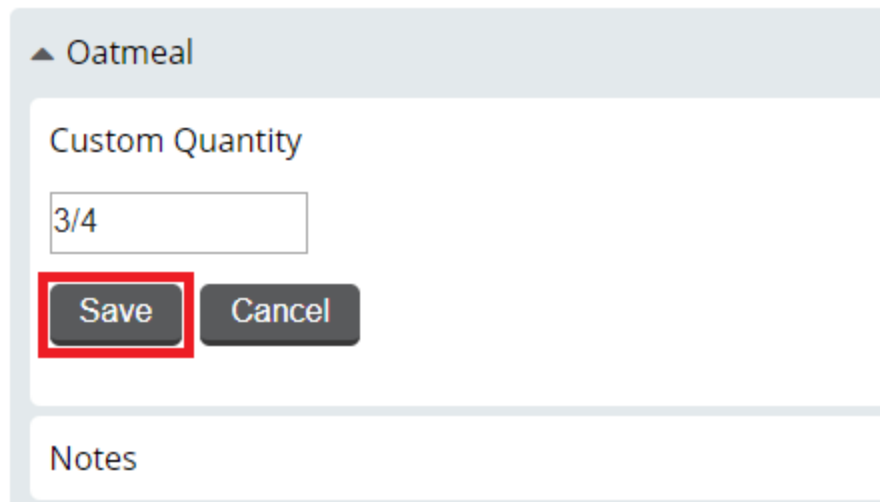
d. Manage the selection as needed:

To set a custom portion size for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Custom Quantity**.
- iii. In the **Custom Quantity** box, enter the portion size of the item that you want to order for the patron.

 **Tip:** You can enter fractions of a portion either as a fraction (for example, 1/2) or as a decimal (for example, .5).

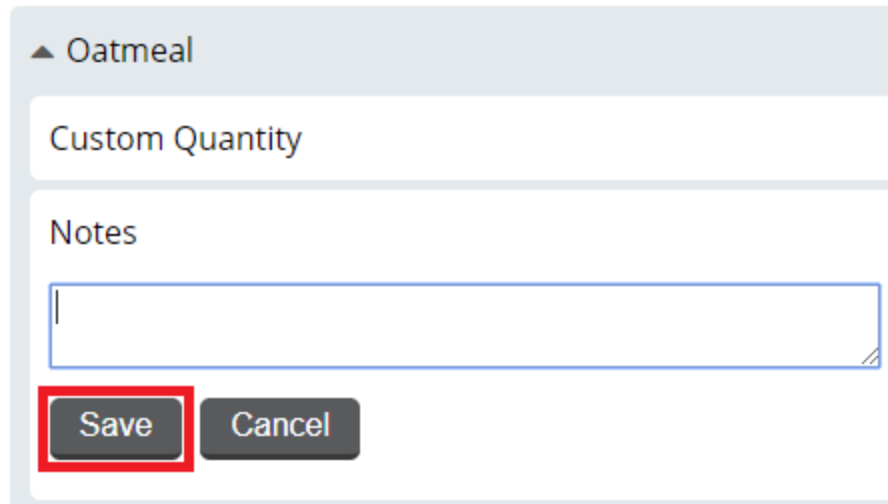
iv. Click **Save**.



To add a note for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Notes**.
- iii. In the **Notes** box, enter the note you want to add.

- iv. Click **Save**.



▲ Oatmeal

Custom Quantity

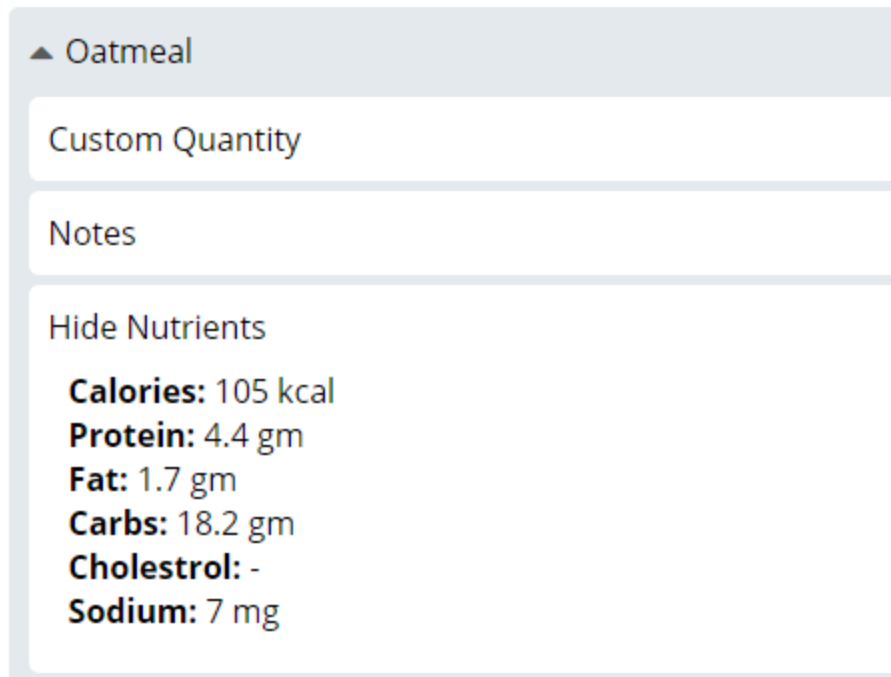
Notes

[Empty text input field]

Save **Cancel**

To view nutrients for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **View Nutrients**. The option expands to display nutrient information for the menu item.



▲ Oatmeal

Custom Quantity

Notes

Hide Nutrients

Calories: 105 kcal
Protein: 4.4 gm
Fat: 1.7 gm
Carbs: 18.2 gm
Cholestrol: -
Sodium: 7 mg

To lock the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Lock Item**.



A lock icon displays next to the selection indicating it is locked.

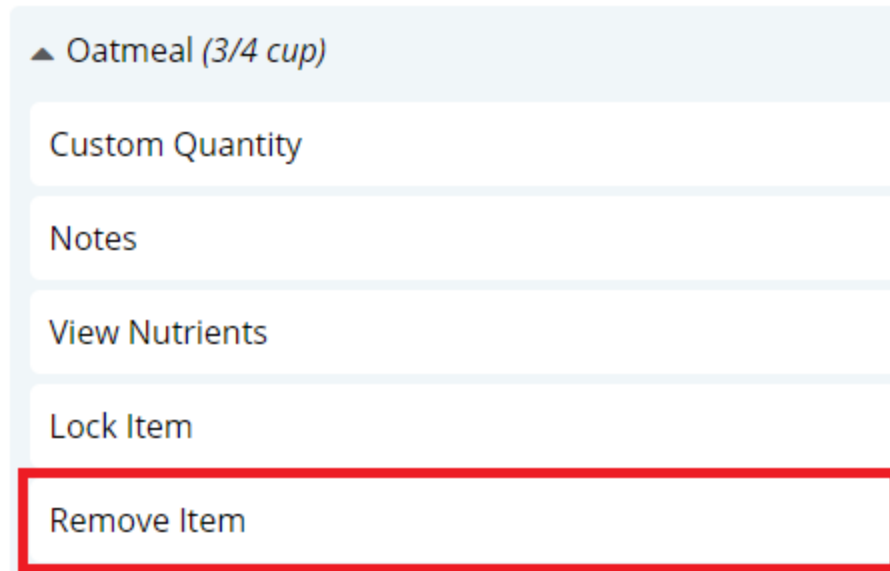
To unlock the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Unlock Item**. The lock icon is removed, indicating the item is unlocked.

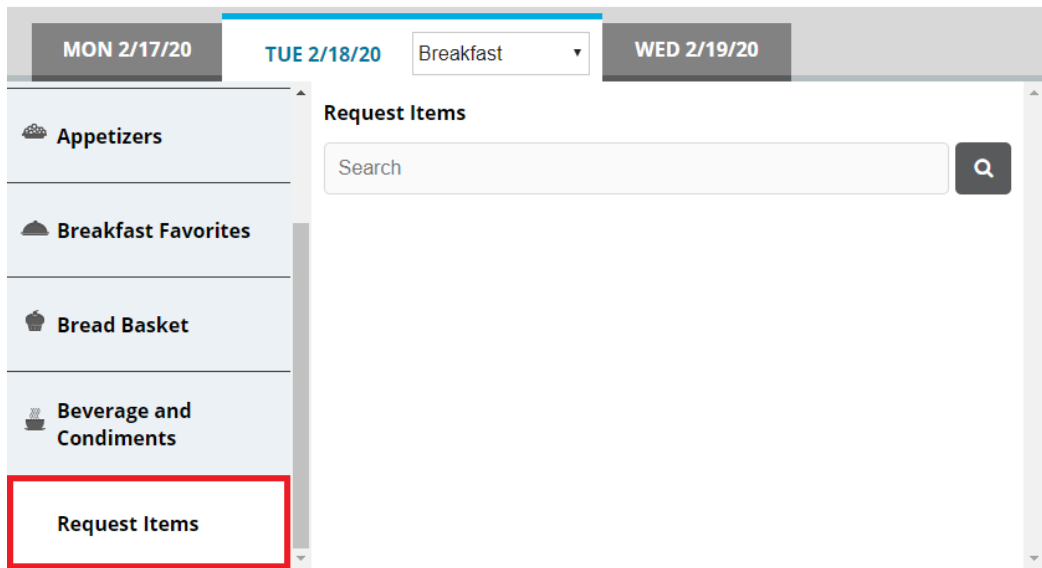



To remove the selection

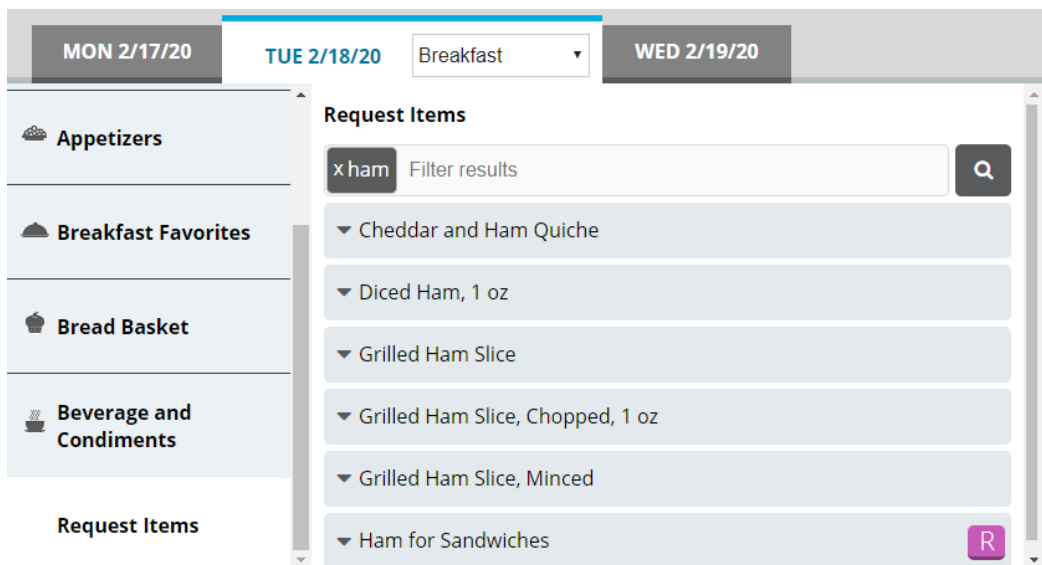
- i. Click ▼ to expand the menu item.
- ii. Click **Remove Item**. The selection is immediately removed from the **Selected Items** list.



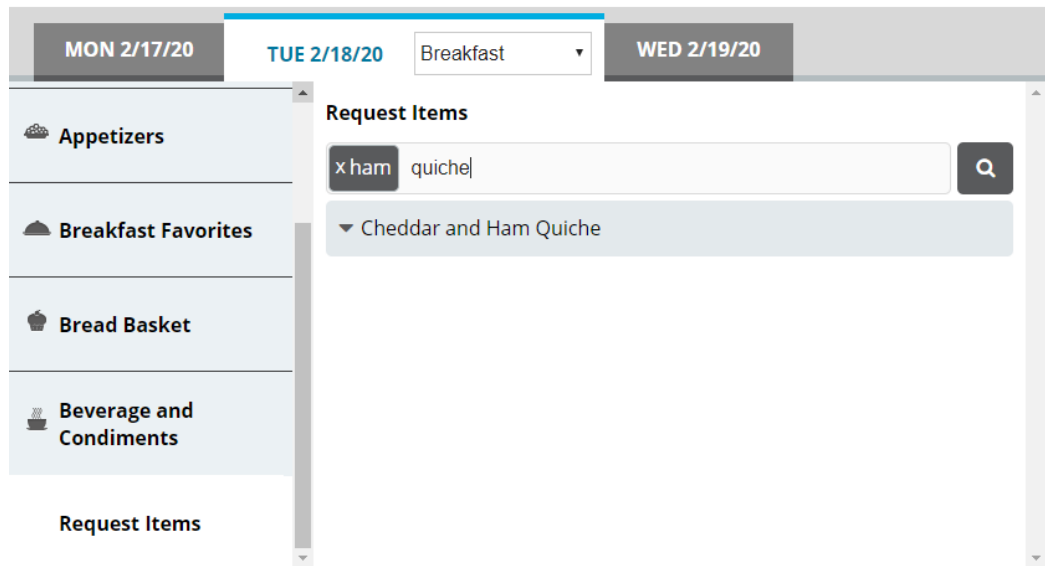
5. To add a menu item not on the menu to the patron's additional tray:
 - a. On the left menu, click **Request Items**.



- b. In the search box, enter a keyword for the item for which you want to search.
 - c. Click . You can also press **Enter**. The search results appear.



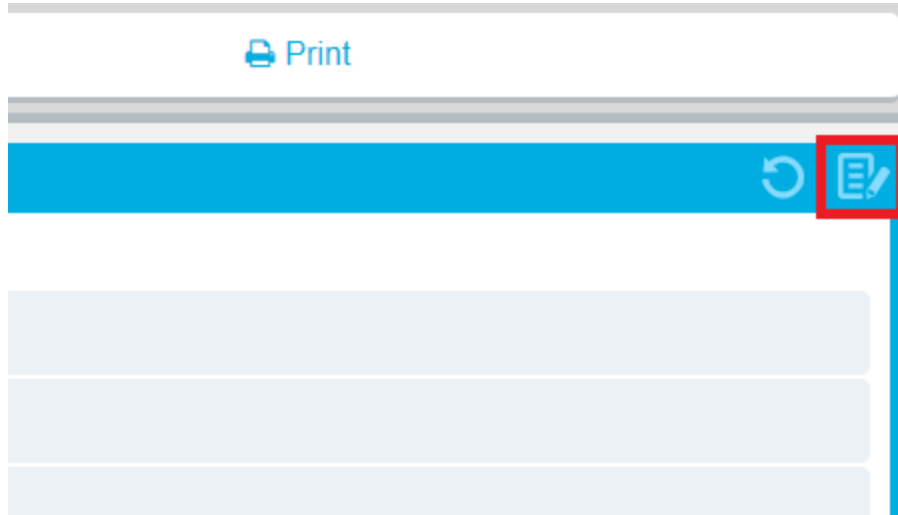
- d. If you want to filter the displayed search results, in the search box, enter an additional keyword with which to filter. The results filter as you type.



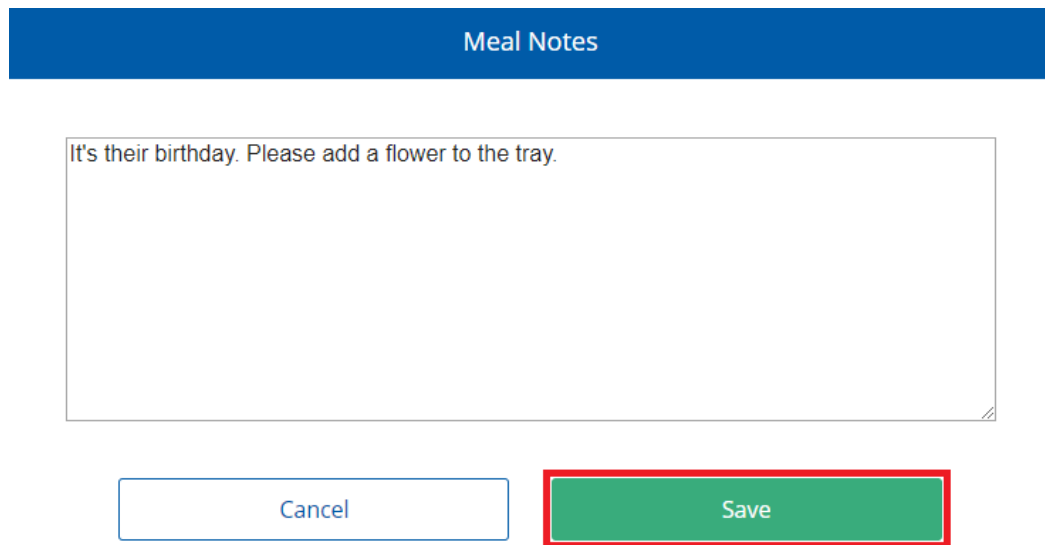
- e. From the results, select the request item you want to order. The item is added to the **Selected Items** list.
6. Repeat steps 4–5 until all menu items you want to order have been added to the **Selected Items** list.

7. If you want to add a note to the meal, continue as follows:

- a. In the top-right corner of the **Selected Items** list, click the add note icon. The **Meal Notes** dialog appears.



- b. In the box, enter the note you want to add for the meal.
- c. Click **Save**.

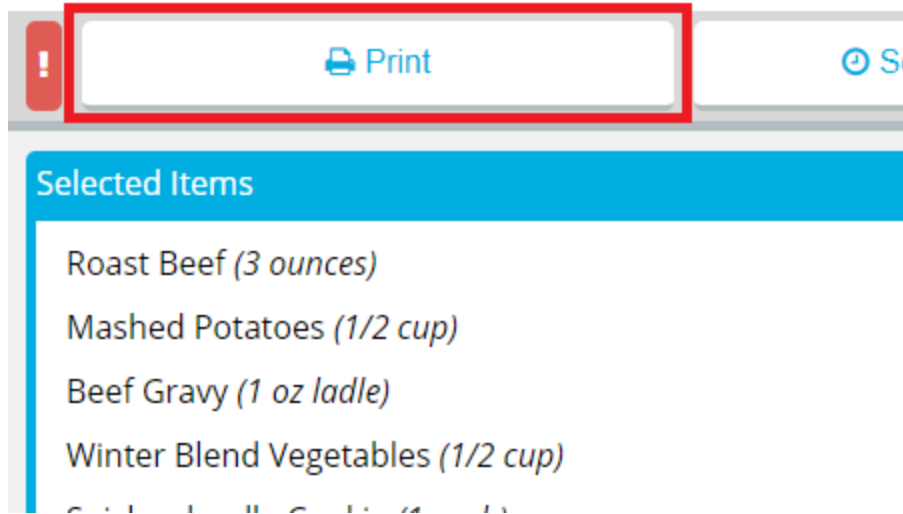


Tip: When a meal has a note added to it, a checkmark icon appears on the add note icon.

8. When you are done making selections, order the additional tray as follows:

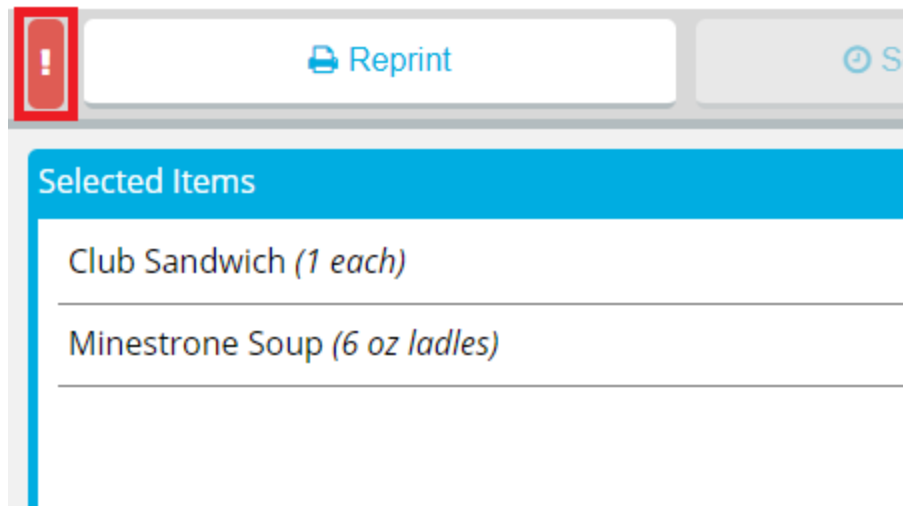
To print a ticket immediately

- Above the **Selected Items** list, click **Print**.



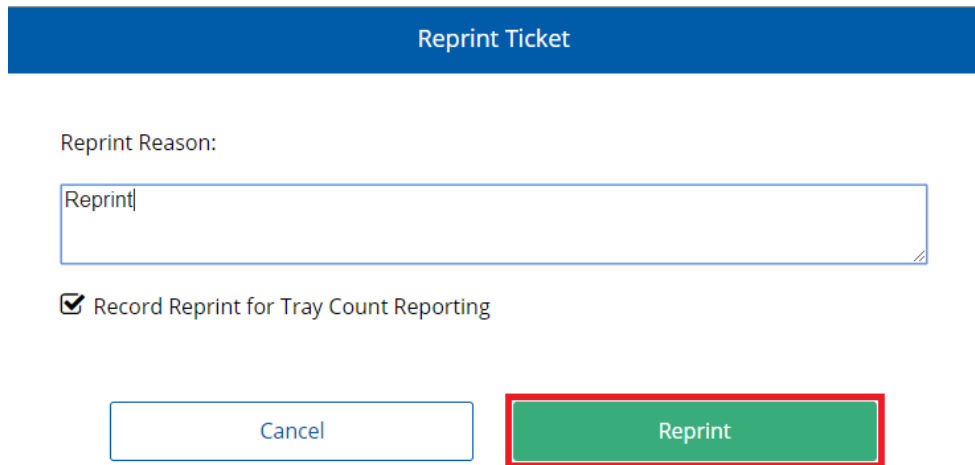
To send a rush ticket

- a. Above the **Selected Items** list, click !.



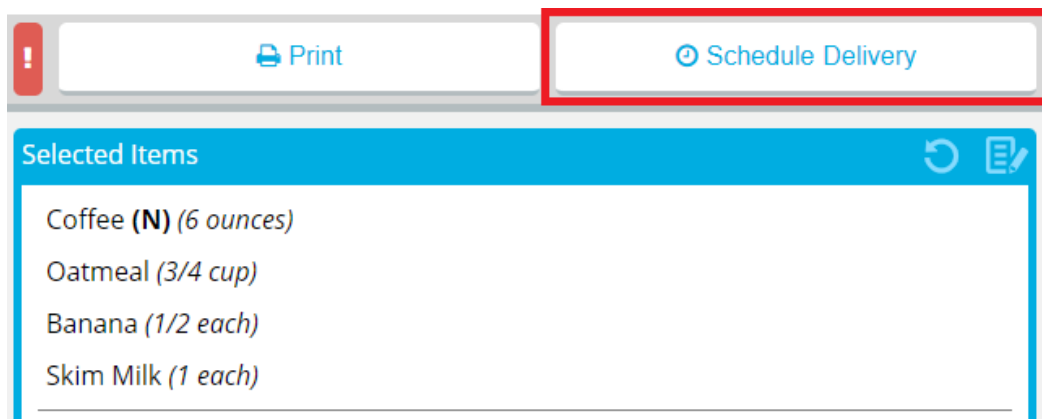
If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.



To schedule meal delivery for a later time

- a. Above the **Selected Items** list, click **Schedule Delivery**. The **Schedule Delivery** dialog appears.



- b. In the **Schedule delivery for a specific time** list, select the time you want the patron record to be delivered.

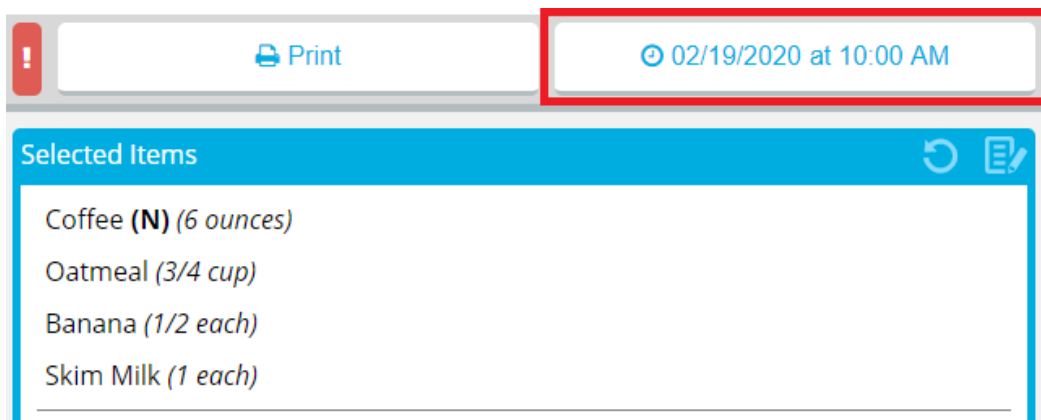


Notes:

- Depending on the time you select, the ticket for the meal will be printed with enough lead time to ensure that the meal will be delivered at the selected time.
- If your facility uses Production Control, the number in parentheses is the number of delivery slots available at that time. If no slots are available, the time displays **Full** instead of a number.

- c. If the time slot you want to select is full and you still want to deliver at that time, click to select **Override**.
- d. Click **Schedule Delivery**.

The **Schedule Delivery** button changes to display the current scheduled delivery time.



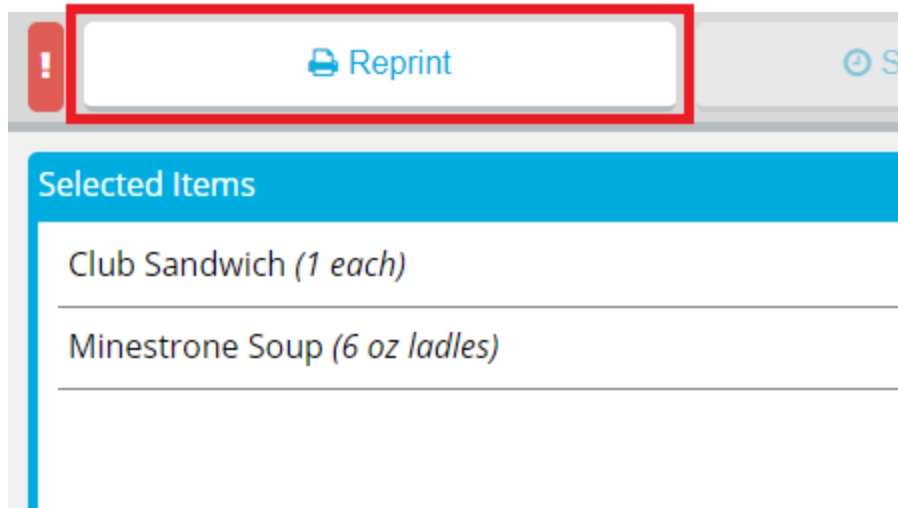
- e. If you want to change the scheduled delivery time, repeat the previous steps, selecting a different available time.



Note: [Printing the ticket](#) when a delivery time is scheduled will cancel the scheduled delivery time.

To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket

Reprint Reason:

Reprint|

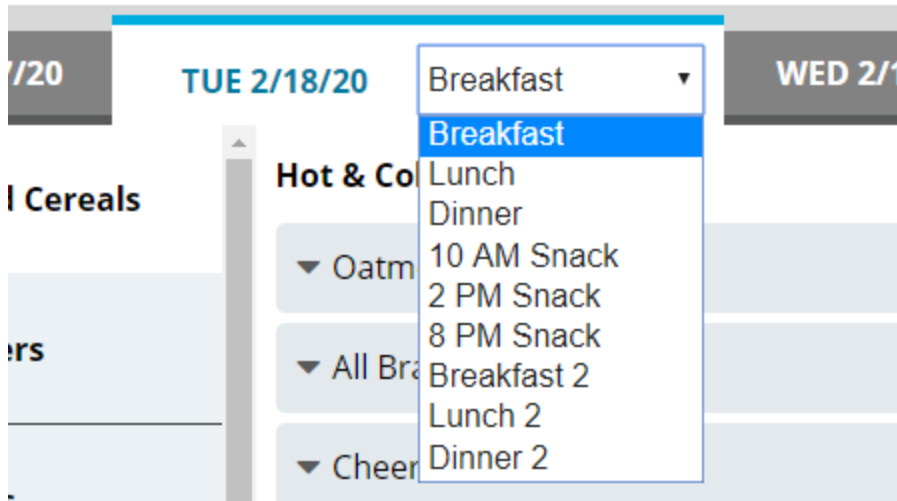
Record Reprint for Tray Count Reporting

Ordering More Additional Trays for a Patron

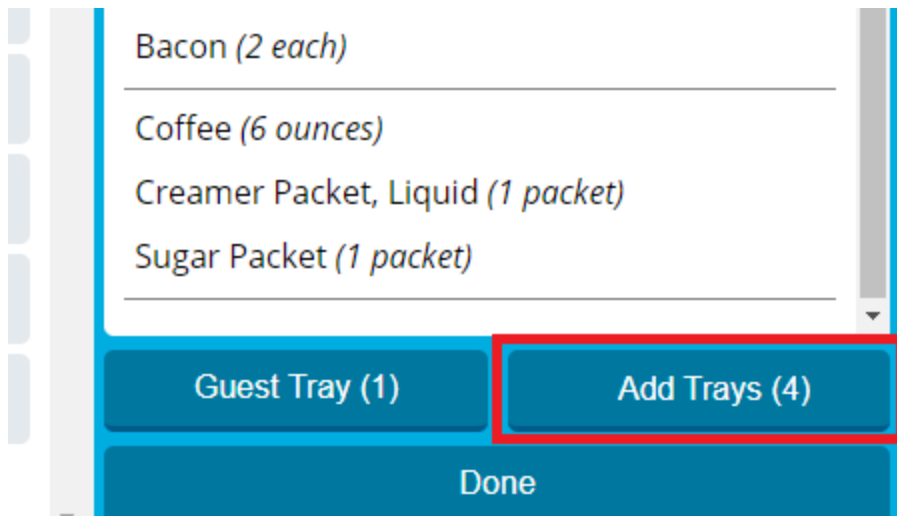
If you want to order a second (or more) additional trays for a patron's meal, the process is different from [ordering the first additional tray](#).

To order more additional trays for a patron:

1. On the patron record, select the date for which you want to create an additional tray.
2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Add Tray (#)**. The **Additional Trays** dialog appears.



4. Click **Add Tray**. A record page appears for the additional tray where you can make menu selections.

Additional Trays - Burton Amos

Tray 1 Tray 2 **Tray 3**

Menu: Regular
Last Modified: 2:49 PM on 02/20/2020 by MICHAELR
Delivery Status: Ticket Printed at 2:49 PM on 02/20/2020 by MICHAELR [View Details](#)

LDAR	Recipe Name	Portion	Lock	Note
	Cheerios	1 individual		

Add Tray Cancel

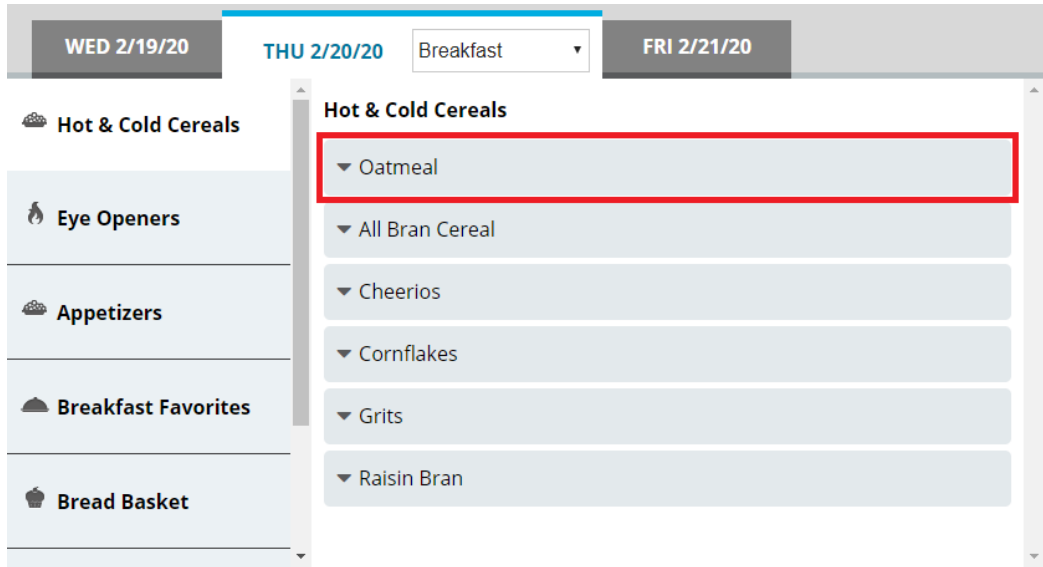
5. To add a menu item to the patron's additional tray:
 - a. On the left menu, select the category (publishing group) for which you want to view menu items.

WED 2/19/20 **THU 2/20/20** Breakfast FRI 2/21/20



Hot & Cold Cereals

- ▼ Oatmeal
- ▼ All Bran Cereal
- ▼ Cheerios
- ▼ Cornflakes
- ▼ Grits
- ▼ Raisin Bran

b. In the center section, select the menu item you want to add.




c. If you want to increase or reduce the portion size to order, continue as follows:

- If you want to increase the portion size of the item, click .
- If you want to reduce the portion size of the item, click .

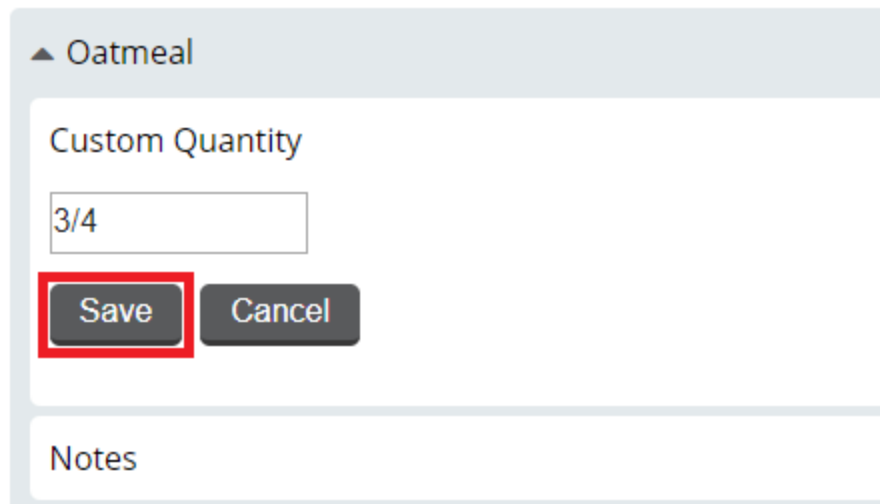
- d. Manage the selection as needed:

To set a custom portion size for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Custom Quantity**.
- iii. In the **Custom Quantity** box, enter the portion size of the item that you want to order for the patron.

 **Tip:** You can enter fractions of a portion either as a fraction (for example, 1/2) or as a decimal (for example, .5).

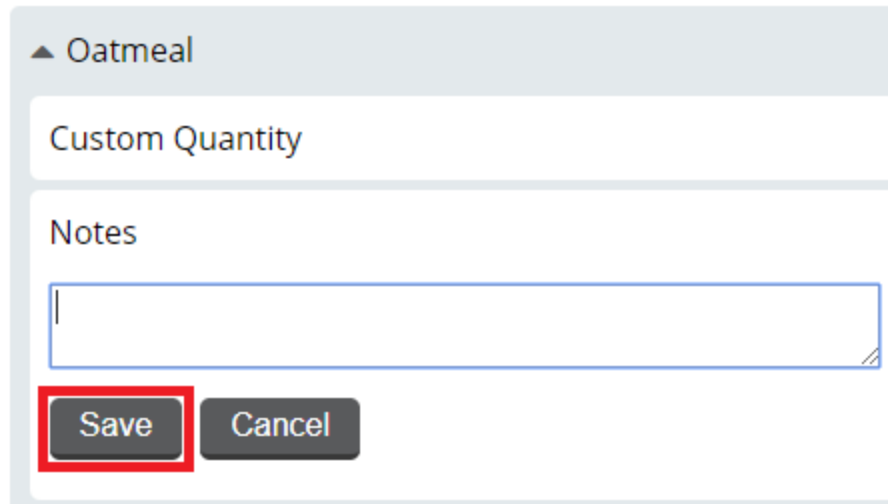
- iv. Click **Save**.



To add a note for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Notes**.
- iii. In the **Notes** box, enter the note you want to add.

- iv. Click **Save**.



▲ Oatmeal

Custom Quantity

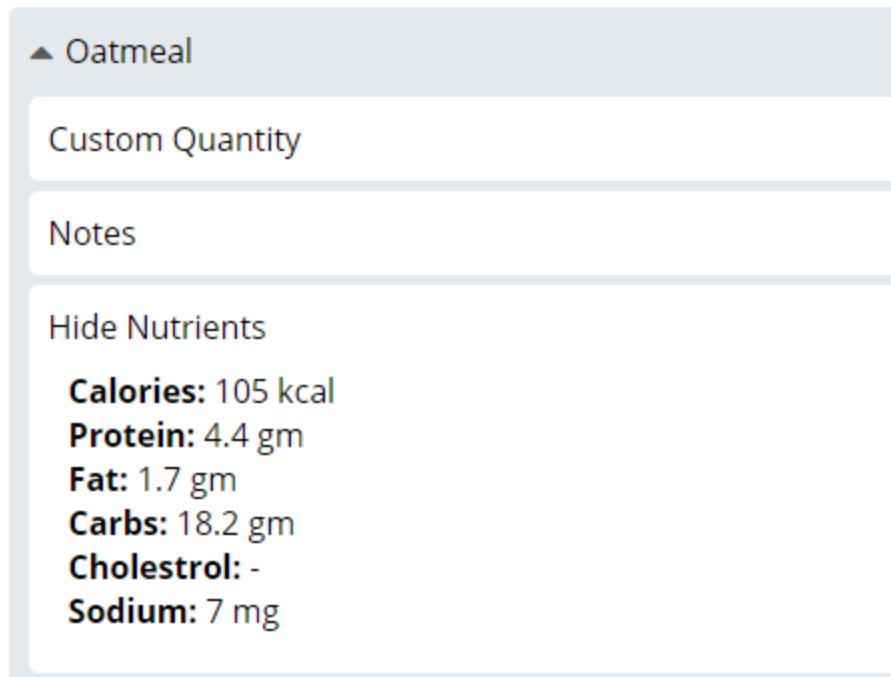
Notes

[Empty text input field]

Save **Cancel**

To view nutrients for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **View Nutrients**. The option expands to display nutrient information for the menu item.



▲ Oatmeal

Custom Quantity

Notes

Hide Nutrients

Calories: 105 kcal
Protein: 4.4 gm
Fat: 1.7 gm
Carbs: 18.2 gm
Cholestrol: -
Sodium: 7 mg

To lock the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Lock Item**.



A lock icon displays next to the selection indicating it is locked.

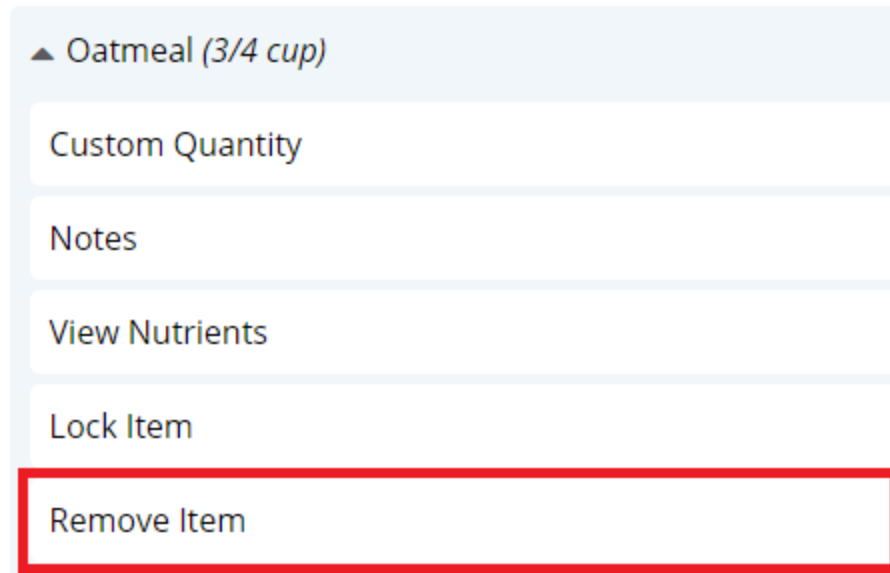
To unlock the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Unlock Item**. The lock icon is removed, indicating the item is unlocked.

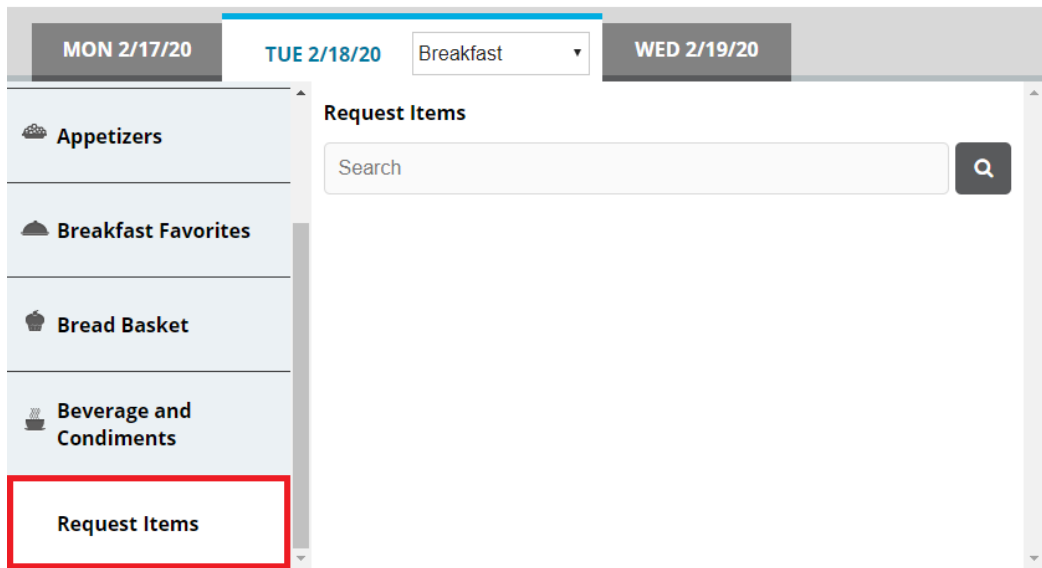



To remove the selection

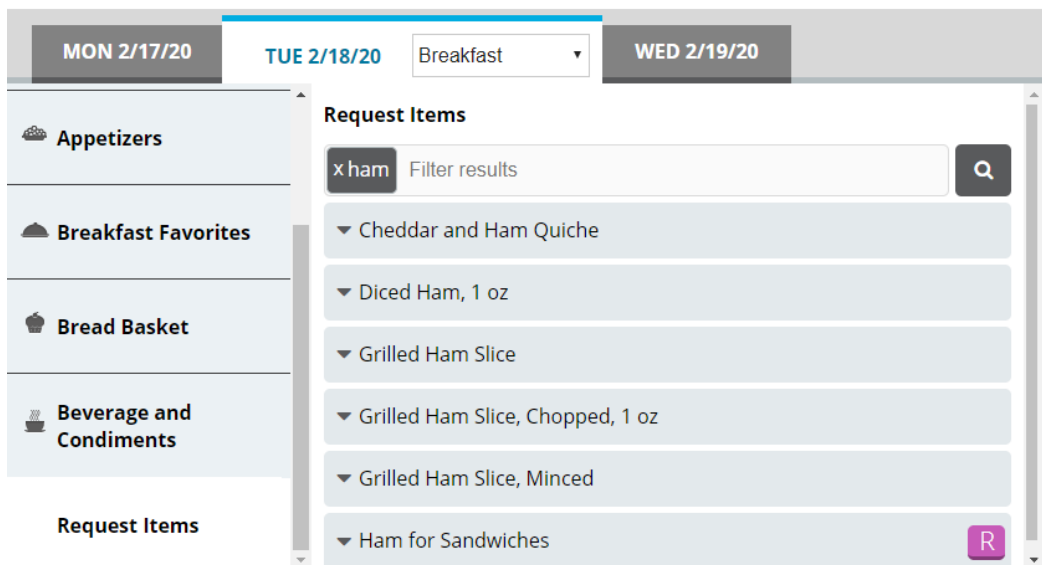
- i. Click ▼ to expand the menu item.
- ii. Click **Remove Item**. The selection is immediately removed from the **Selected Items** list.



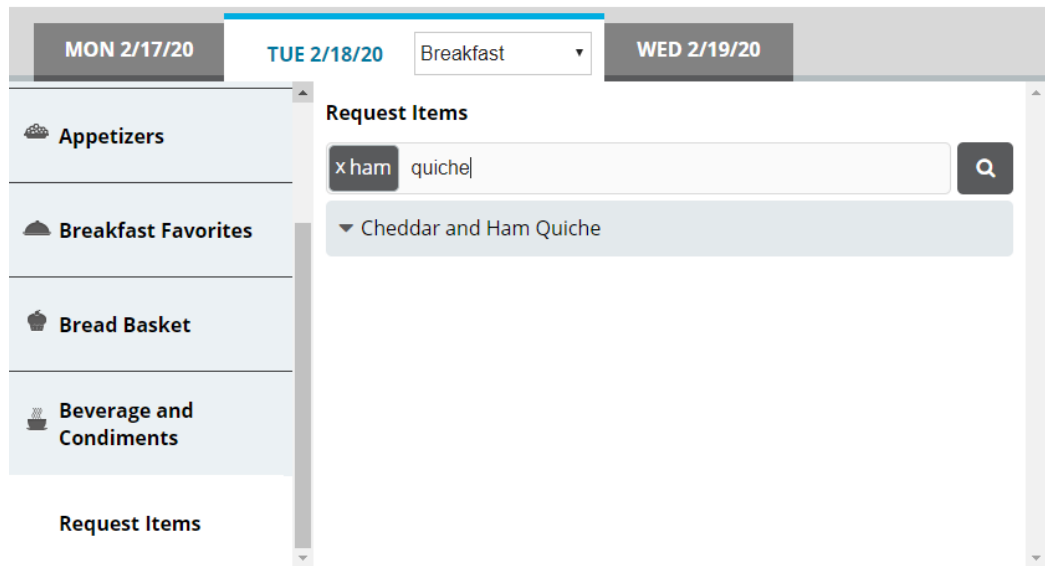
6. To add a menu item not on the menu to the patron's additional tray:
 - a. On the left menu, click **Request Items**.



- b. In the search box, enter a keyword for the item for which you want to search.
 - c. Click . You can also press **Enter**. The search results appear.



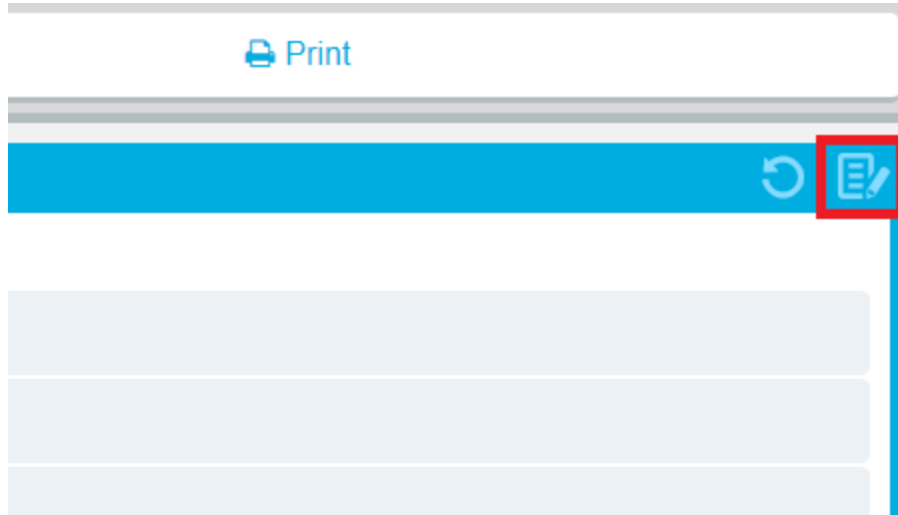
- d. If you want to filter the displayed search results, in the search box, enter an additional keyword with which to filter. The results filter as you type.



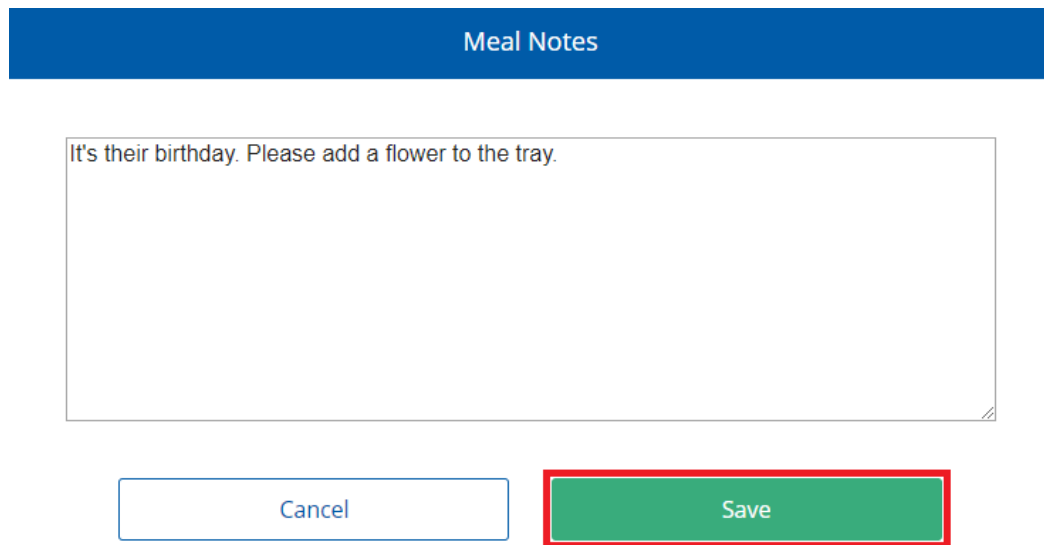
- e. From the results, select the request item you want to order. The item is added to the **Selected Items** list.
7. Repeat steps 4–5 until all menu items you want to order have been added to the **Selected Items** list.

8. If you want to add a note to the meal, continue as follows:

- a. In the top-right corner of the **Selected Items** list, click the add note icon. The **Meal Notes** dialog appears.



- b. In the box, enter the note you want to add for the meal.
- c. Click **Save**.

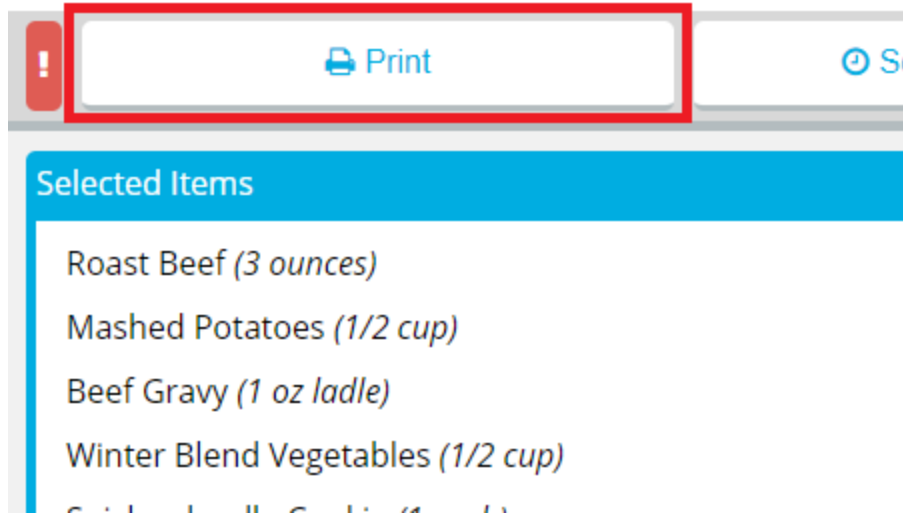


Tip: When a meal has a note added to it, a checkmark icon appears on the add note icon.

9. When you are done making selections, order the additional tray as follows:

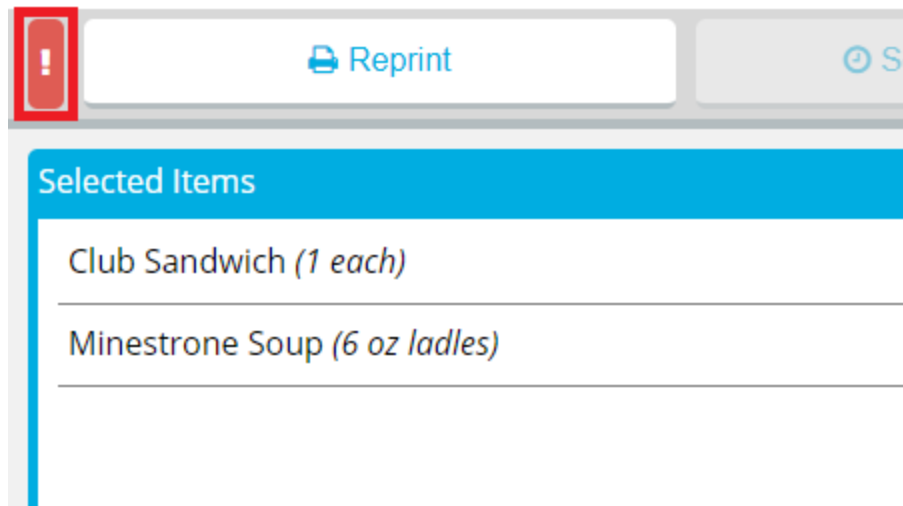
To print a ticket immediately

- Above the **Selected Items** list, click **Print**.



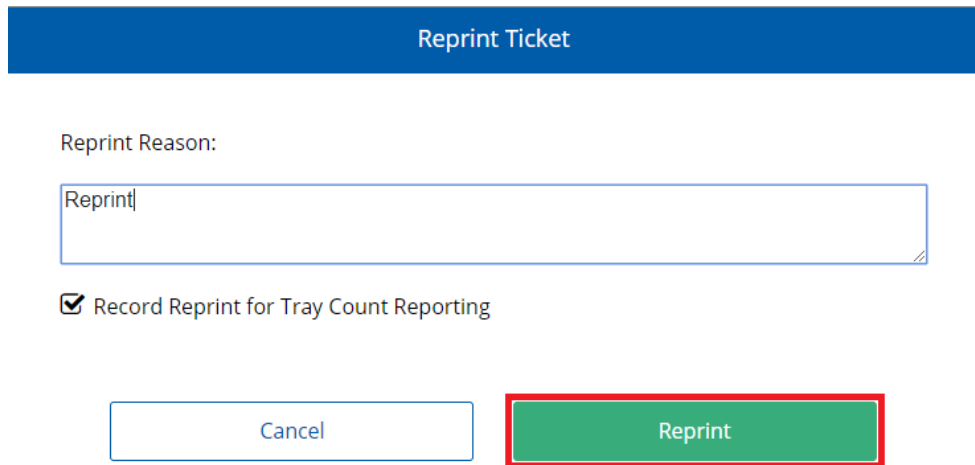
To send a rush ticket

- a. Above the **Selected Items** list, click !.



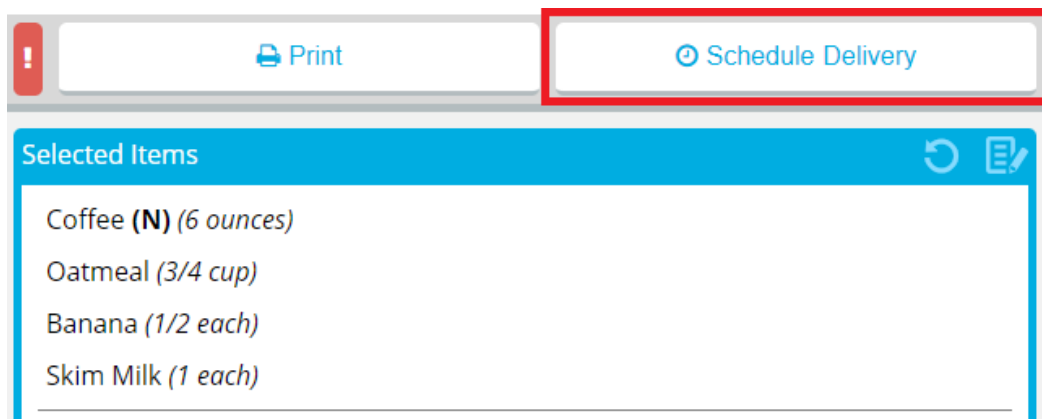
If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.



To schedule meal delivery for a later time

- a. Above the **Selected Items** list, click **Schedule Delivery**. The **Schedule Delivery** dialog appears.



- b. In the **Schedule delivery for a specific time** list, select the time you want the patron record to be delivered.

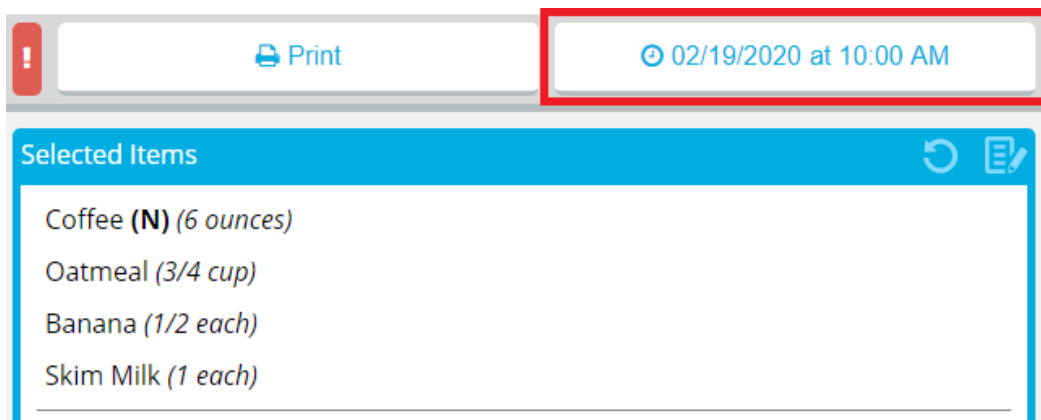


Notes:

- Depending on the time you select, the ticket for the meal will be printed with enough lead time to ensure that the meal will be delivered at the selected time.
- If your facility uses Production Control, the number in parentheses is the number of delivery slots available at that time. If no slots are available, the time displays **Full** instead of a number.

- c. If the time slot you want to select is full and you still want to deliver at that time, click to select **Override**.
- d. Click **Schedule Delivery**.

The **Schedule Delivery** button changes to display the current scheduled delivery time.



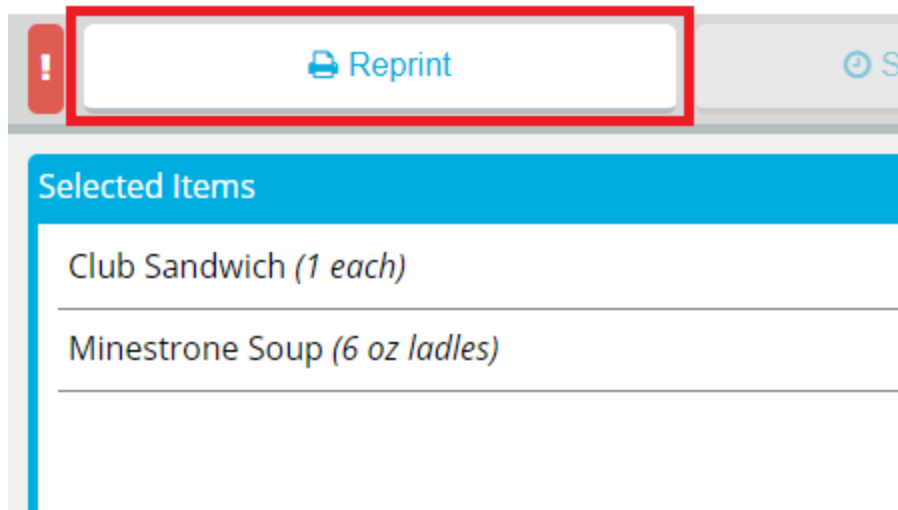
- e. If you want to change the scheduled delivery time, repeat the previous steps, selecting a different available time.



Note: [Printing the ticket](#) when a delivery time is scheduled will cancel the scheduled delivery time.

To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket

Reprint Reason:

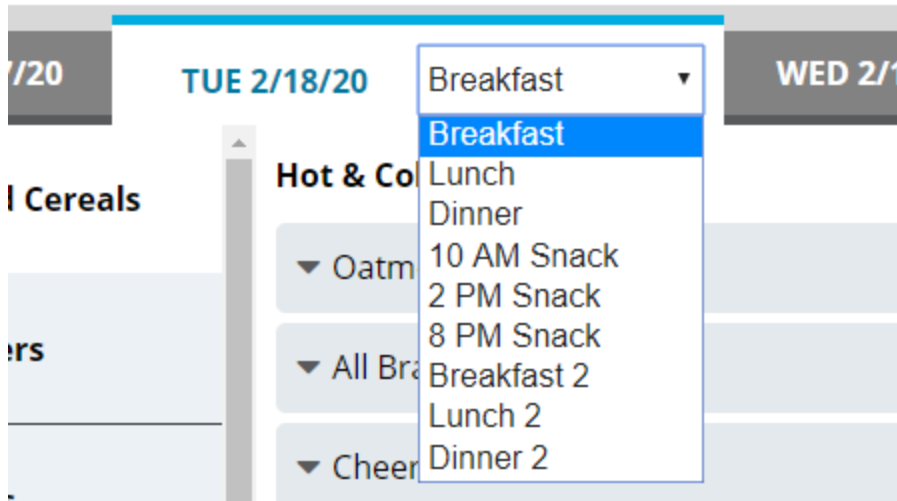
Record Reprint for Tray Count Reporting

Viewing All Created Trays for a Patron

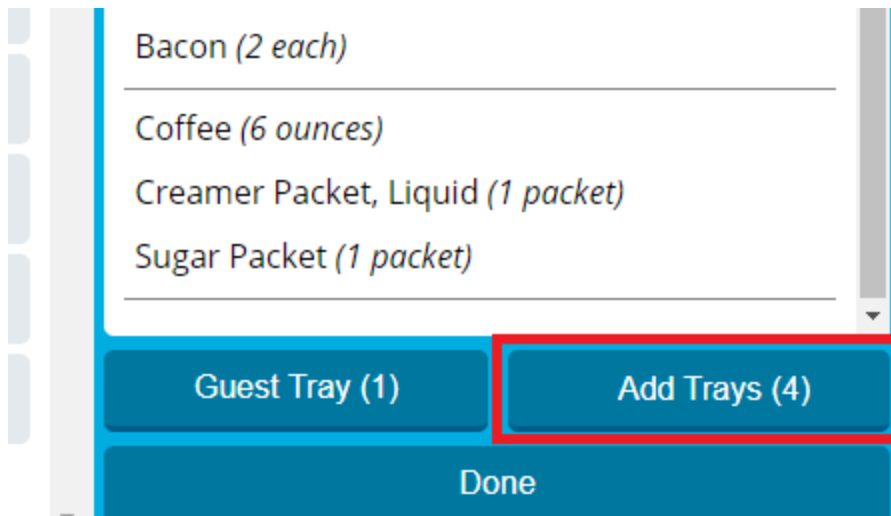
You can view all trays—the original and any additional trays—for a patron in one dialog once at least one additional tray has been created.

To view all additional trays for a patron:

1. On the patron record, select the date for which you want to view an all created trays.
2. In the list, select the appropriate meal.






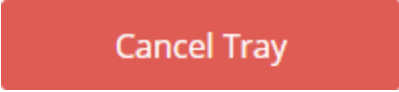
3. Under the **Selected Items** list, click **Add Tray (#)**. The **Additional Trays** dialog appears.



4. If you want to view a specific tray, click the appropriate **Tray #** tab.

The actions available on this dialog are detailed in the following table:

Icon/Button	Description	Reference
	Send rush ticket.	Sending a Rush Ticket

Icon/Button	Description	Reference
	Print (or reprint) ticket for tray.	<ul style="list-style-type: none"> • Printing a Ticket • Reprinting a Ticket
	View/edit menu selections.	Ordering More Additional Trays for a Patron
	Add a new additional tray.	Ordering More Additional Trays for a Patron
	Cancel an unprinted additional tray.	Canceling an Additional Tray for a Patron

5. When you are done viewing the available trays, click **Cancel**.




Additional Trays - Burton Amos

Tray 1 Tray 2 Tray 3

Menu: Regular

Last Modified: 2:49 PM on 02/20/2020 by MICHAELR

Delivery Status: Ticket Printed at 2:49 PM on 02/20/2020 by MICHAELR [View Details](#)

LDAR	Recipe Name	Portion	Lock	Note
	Cheerios	1 individual		

Add Tray

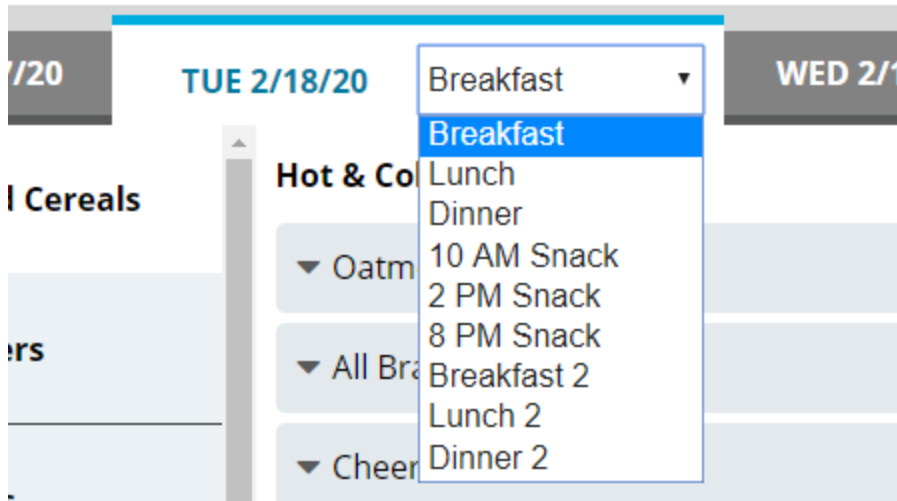
Cancel

Canceling an Additional Tray for a Patron

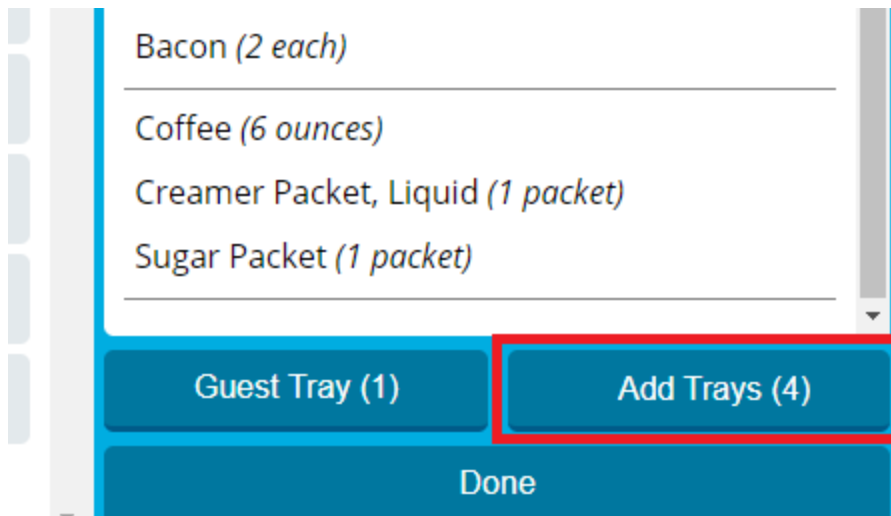
If an additional tray for a patron was created in error and not yet printed, you can cancel it.

To cancel an unprinted additional tray:

1. On the patron record, select the date for which you want to cancel an additional tray.
2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Add Tray (#)**. The **Additional Trays** dialog appears.



4. Select the **Tray #** tab for the tray you want to cancel.

5. Click **Cancel Tray**. A confirmation message appears.

Additional Trays - Burton Amos

Tray 1 Tray 2 Tray 3 Tray 4

Menu: Regular

Last Modified: 3:44 PM on 02/20/2020 by MICHAELR

Delivery Status:

LDAR	Recipe Name	Portion	Lock	Note
------	-------------	---------	------	------

Add Tray Cancel Tray Cancel

6. Click **Yes**.

Tray

Are you sure you want to Cancel this additional tray for Burton Amos?

Yes No

The **Additional Trays** dialog reloads with the tab for the canceled tray removed.

Tray History

You can view a complete listing of all trays ordered for a patron within a meal period. The history includes the [original tray](#) for the meal and any [additional trays](#) ordered for the patron.



Note: The tray history does not include any guest meals.

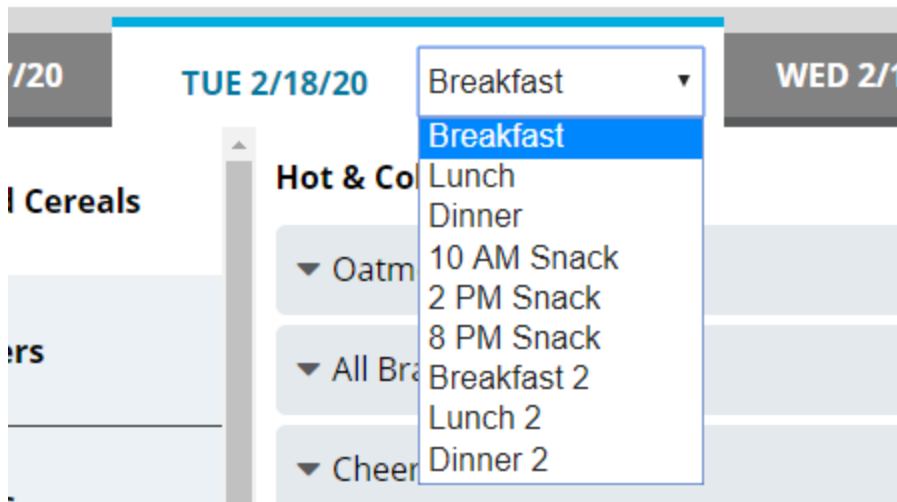
The information displayed on the tray history is described in the following table:

Column	Description
Tray	The number of the tray for the patron within the meal period. Tray 1 is always the original tray and trays 2+ are additional trays.
Menu Type	The menu from which the patron's meal was ordered. This column will display if a patron's assigned menu changed during the meal period and one tray was ordered from the previous menu and another was ordered from the newer menu.
Printed By	The user who printed the tray ticket.
Print Date and Time	The date and time the tray ticket was printed.
Not Consumed	Check this box if you do not want the nutrients for the menu items on the tray to be included on the patron's Meal Nutrients & Exchanges and Daily Total Nutrients tabs. For more information, refer to Marking a Tray as Not Consumed by a Patron .

Viewing Tray History for a Patron's Meal Period

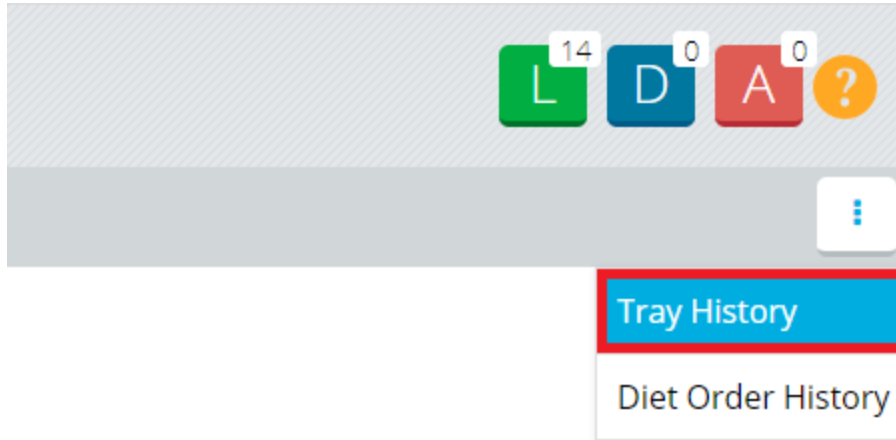
To view tray history for a patron's meal period:

1. On the patron record, select the date for which you want to view tray history.
2. In the list, select the appropriate meal.



3. On the patron record, in the top-right corner, click . A drop-down menu appears.

4. Click **Tray History**. The **Printed Tray History** dialog appears.



5. If you want to mark any trays as not consumed, continue to step 5 of [Marking a Tray as Not Consumed by a Patron](#).
6. When you are done viewing the tray history, if you do not want to make any changes, click **Cancel**.

Printed Tray History				
Tray	Menu Type	Printed By	Print Date and Time	Not Consumed
3	Regular	MICHAELR	02/20/20 02:49 PM	<input type="checkbox"/>
2	Regular	JASONM	02/20/20 03:27 PM	<input type="checkbox"/>
1	Cardiac	JANETN	02/20/20 03:34 PM	<input type="checkbox"/>

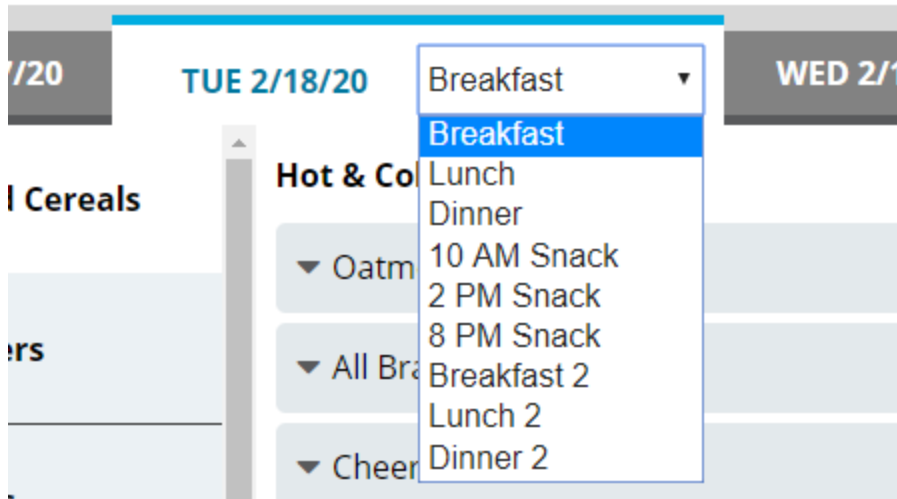



Marking a Tray as Not Consumed by a Patron

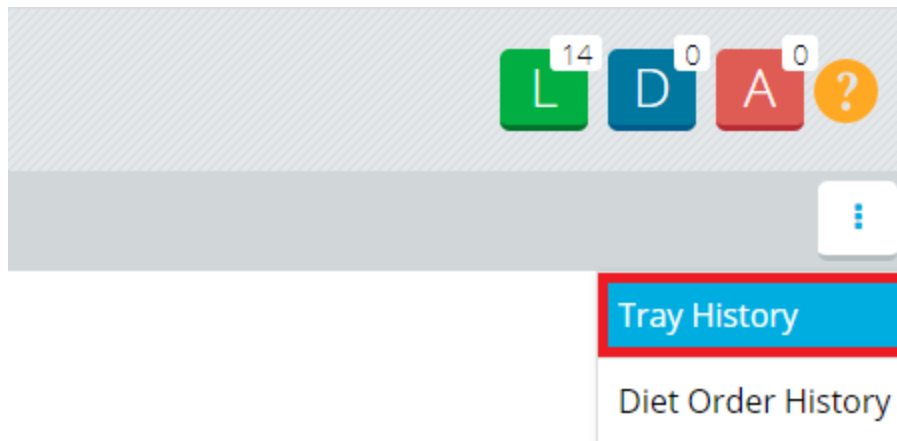
If a patron did not consume a tray and you do not want the nutrients and exchanges from that meal to be included in the totals on the patron's **Meal Nutrients & Exchanges** and **Daily Total Nutrients** tabs, you can mark the lack of intake on the patron's tray history.

To mark a tray as not consumed by a patron:

1. On the patron record, select the date for which you want to mark a tray as not consumed.
2. In the list, select the appropriate meal.



3. On the patron record, in the top-right corner, click . A drop-down menu appears.
4. Click **Tray History**. The **Printed Tray History** dialog appears.



5. For the tray(s) you want to mark, click to select **Not Consumed**.

6. Click **Save**.

Printed Tray History				
Tray	Menu Type	Printed By	Print Date and Time	Not Consumed
3	Regular	MICHAELR	02/20/20 02:49 PM	<input type="checkbox"/>
2	Regular	JASONM	02/20/20 03:27 PM	<input checked="" type="checkbox"/>
1	Cardiac	JANETN	02/20/20 03:34 PM	<input type="checkbox"/>



A message will display on the marked tray(s) that indicates they were not consumed.

Tray 1 **Tray 2** Tray 3

Menu: Cardiac
Last Modified: 12:21 PM on 02/20/2020 by JANETN
Delivery Status: Ticket Printed at 2:34 PM on 02/20/2020 by JANETN [View Details](#)

⊘ Tray Not Consumed

LDAR	Recipe Name	Portion	Lock	Note
	Oatmeal	3/4 cup		
	Cantaloupe Cubes	1/2 cup		

Menu Item Selections

For each menu item available in the application, you can perform several tasks to modify the patron's selection of that item. This section details all the tasks that you can perform to manage a menu item selection for a patron.





Note: You can perform most of the tasks in this section in two ways:

- On the menu, clicking ▼ to expand the menu item selection tasks.
- In the **Selected Items** list, clicking an item name to expand the menu item selection tasks.

The procedures in this section follow the second option for viewing those tasks.

Selecting a Menu Item

To select a menu item from a menu:

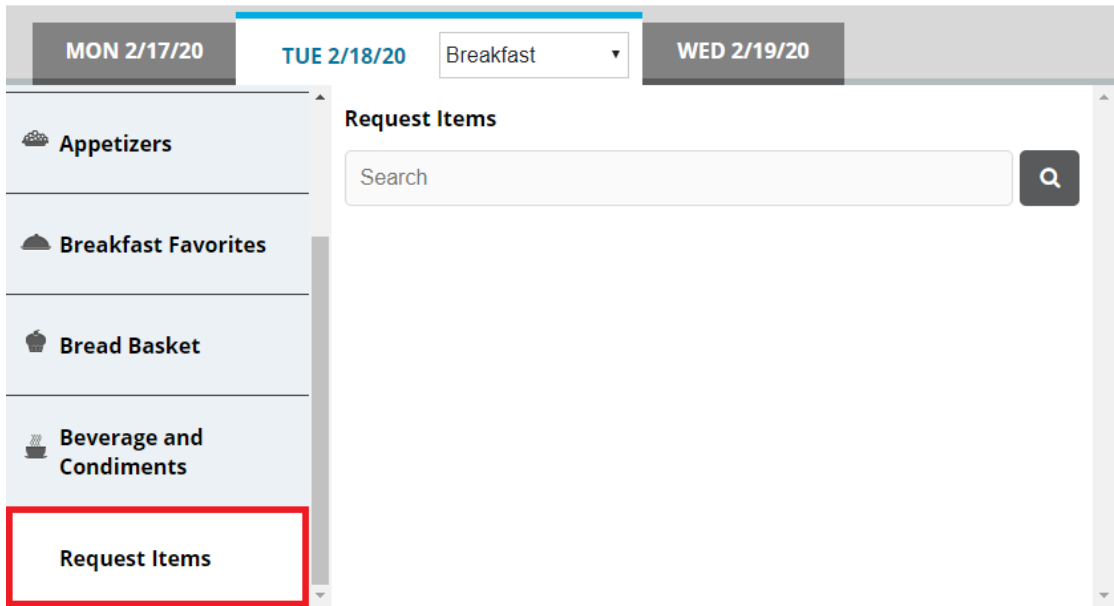
1. On the patron record, select the menu item category you want to view.
2. In the menu, select the item you want to order for the patron.
3. If you want to increase the portion size of the item, click .
4. If you want to reduce the portion size of the item, click .


Requesting a Menu Item Not on the Menu

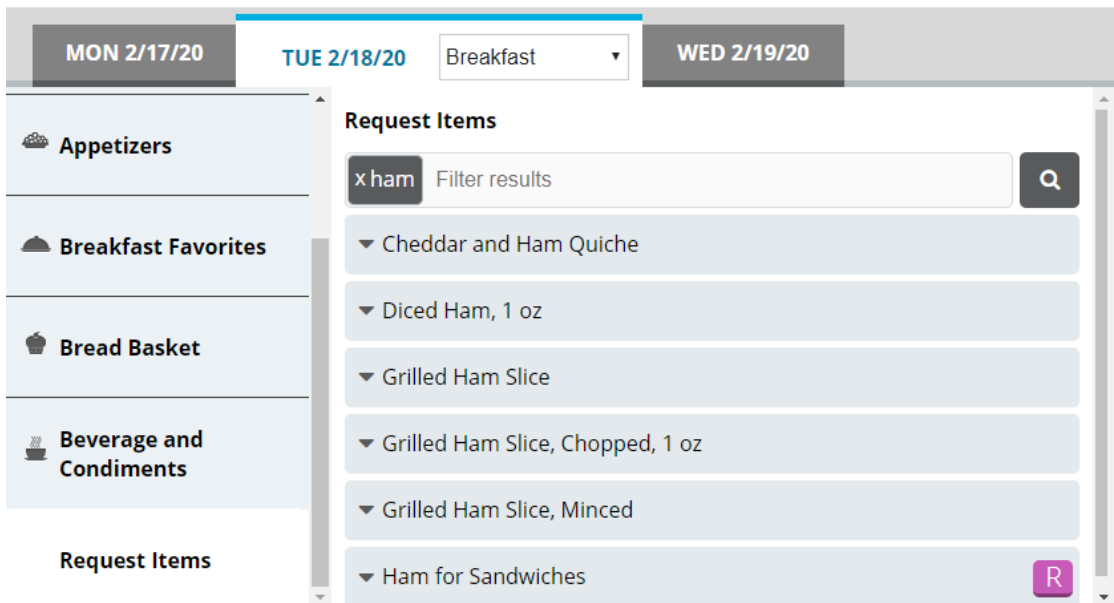
If a patron is requesting an item that is not included on the menu, you can search for and add a request item.

To request a menu item that is not on the menu:

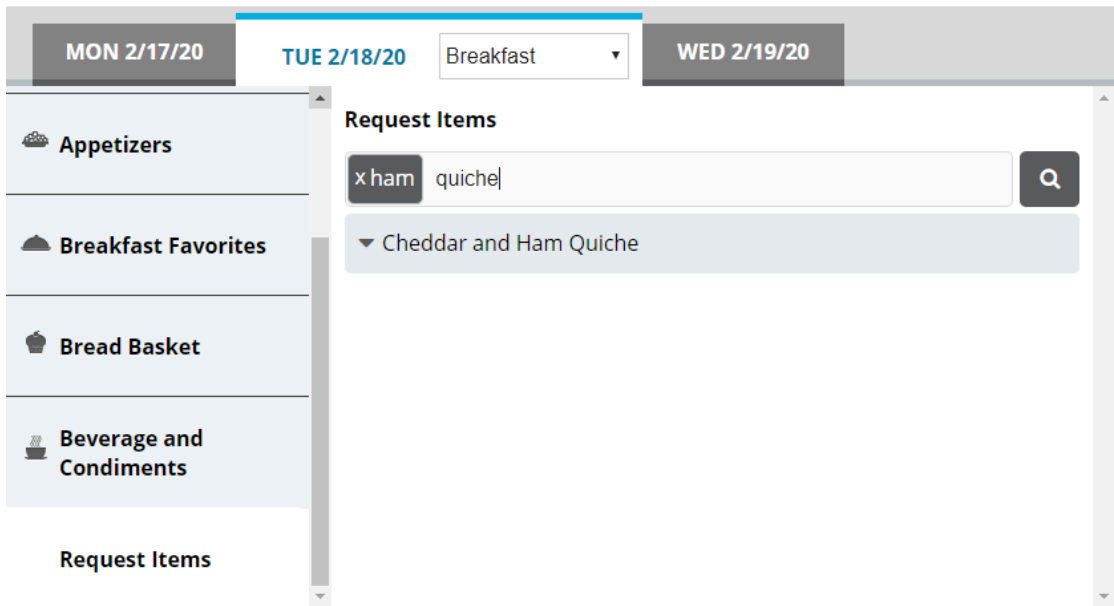
1. On the patron record, in the category menu, click **Request Items**.



2. In the search box, enter a keyword for the item for which you want to search.
3. Click . You can also press **Enter**. The search results appear.



- If you want to filter the displayed search results, in the search box, enter an additional keyword with which to filter. The results filter as you type.



- From the results, select the request item you want to order. The item is added to the **Selected Items** list.

Setting a Custom Portion Size for a Selection

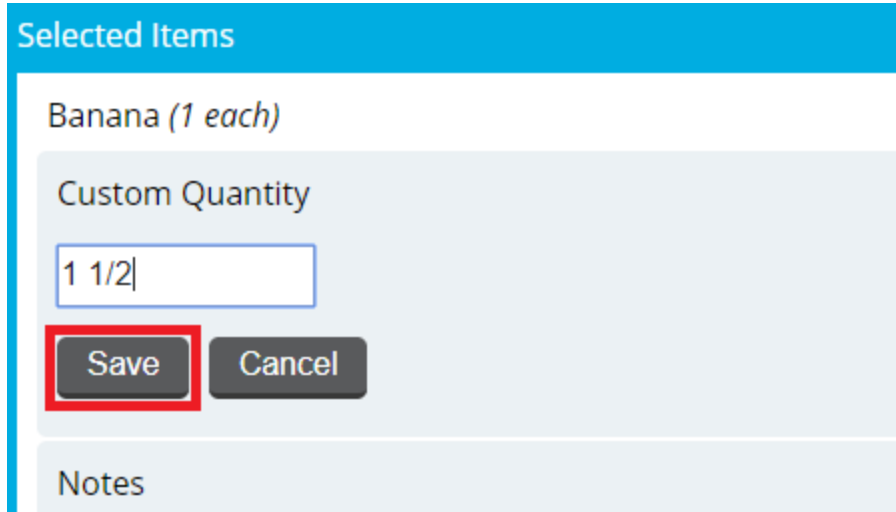
To set a custom portion size for a selection:

- In the **Selected Items** list, select the menu item for which you want to set a custom portion size.
- Click **Custom Quantity**.
- In the **Custom Quantity** box, enter the portion size of the item that you want to order for the patron.



Tip: You can enter fractions of a portion either as a fraction (for example, 1/2) or as a decimal (for example, .5).

4. Click **Save**.

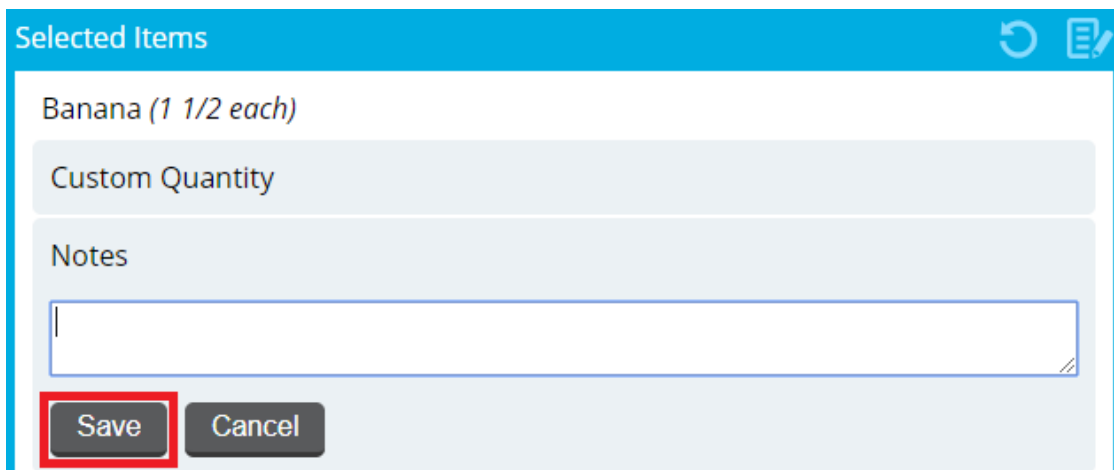


Adding a Note for a Selection

You can add a note that applies only to a specific menu item (for example, an explanation of how a patron likes something cooked).

To add a note for a selection:

1. In the **Selected Items** list, select the menu item for which you want to add a note.
2. Click **Notes**.
3. In the **Notes** box, enter the note you want to add.
4. Click **Save**.

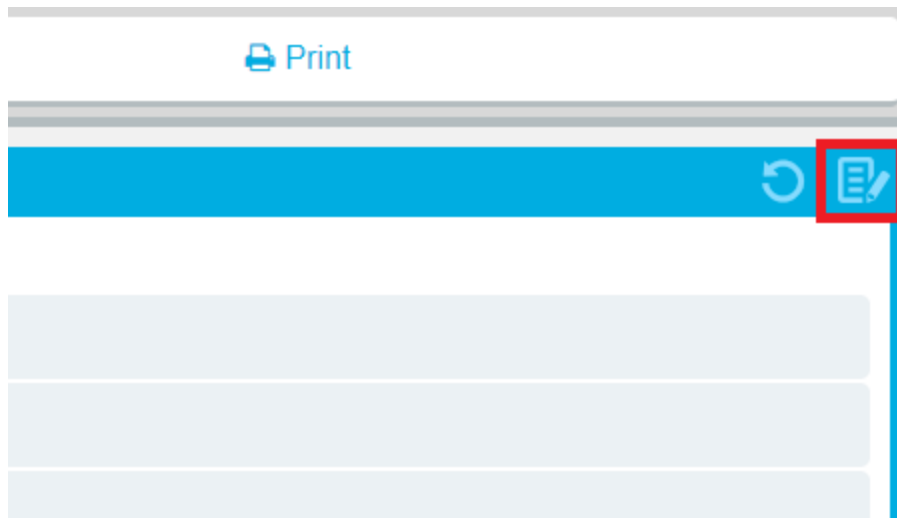


Adding a Note for a Meal

You can add a note that applies to the whole meal. This note will print on the ticket for the meal.

To add a note for a meal:

1. In the top-right corner of the **Selected Items** list, click the add note icon. The **Meal Notes** dialog appears.



2. In the box, enter the note you want to add for the meal.


3. Click **Save**.

Meal Notes

It's their birthday. Please add a flower to the tray.


Cancel

Save

 **Tip:** When a meal has a note added to it, a checkmark icon appears on the add note icon.

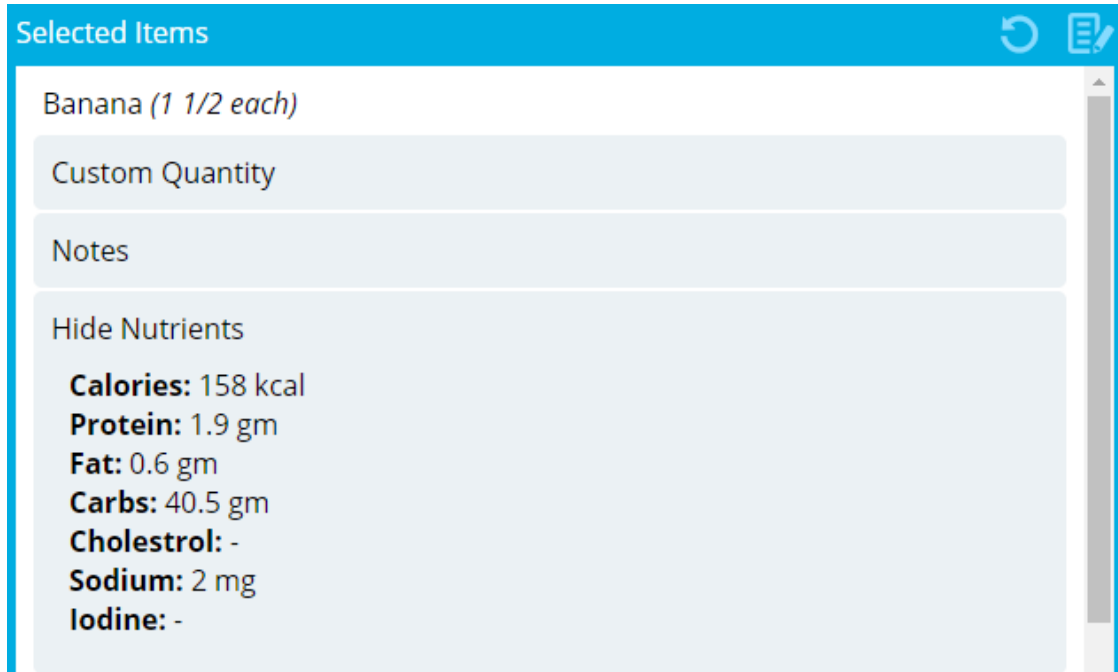
Viewing Nutrients of a Selection

You can view the nutritional information of a specific menu item.

 **Note:** You can [modify which nutrients are displayed](#) in settings.

To view nutrients for a selected menu item:

1. In the **Selected Items** list, select the menu item for which you want to view nutrients.
2. Click **View Nutrients**. The option expands to display nutrient information for the menu item.

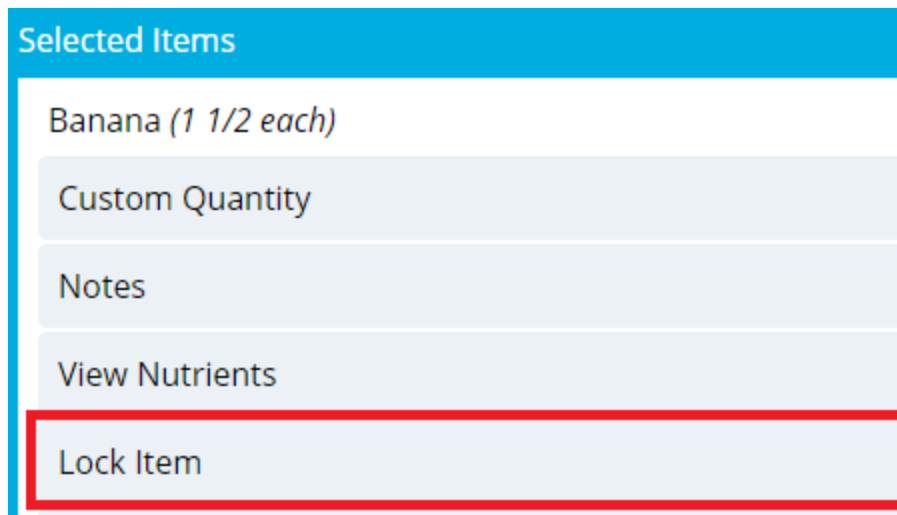


Locking a Selection

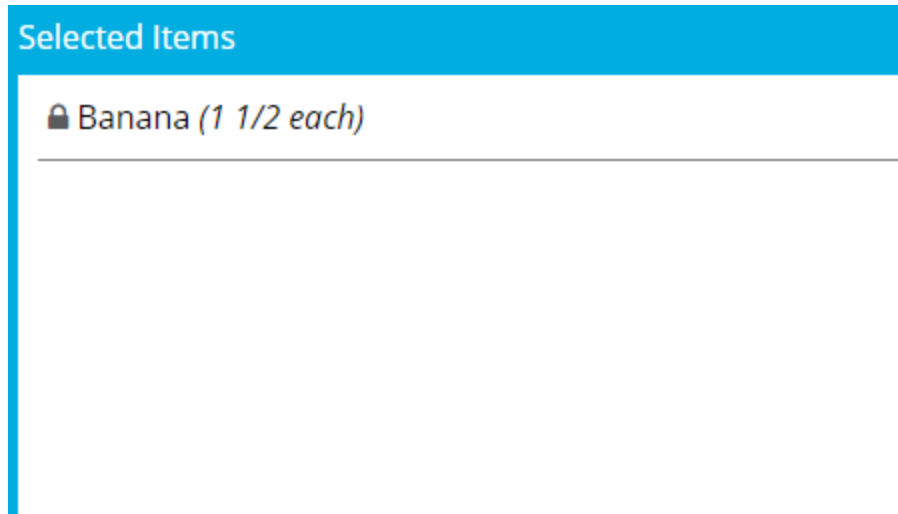
You can lock a selected menu item for a patron, which will prevent that selection from being replaced when SmartSubs is run.

To lock a selection:

1. In the **Selected Items** list, select the menu item that you want to lock.
2. Click **Lock Item**.



A lock icon displays next to the selection indicating it is locked.

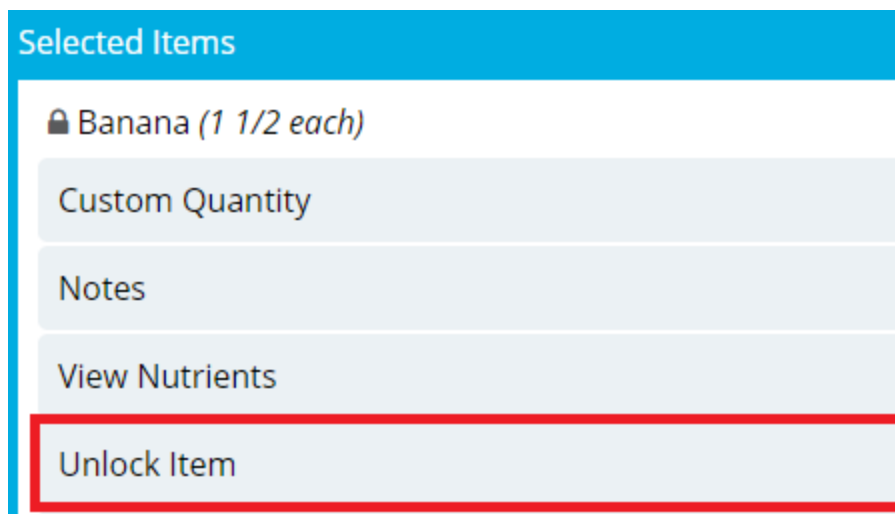


Unlocking a Selection

You can unlock any [locked selection for a patron](#), which will allow that selection to be replaced when SmartSubs is run.

To unlock a selection:

1. In the **Selected Items** list, select the locked menu item that you want to unlock.
2. Click **Unlock Item**. The lock icon is removed, indicating the item is unlocked.

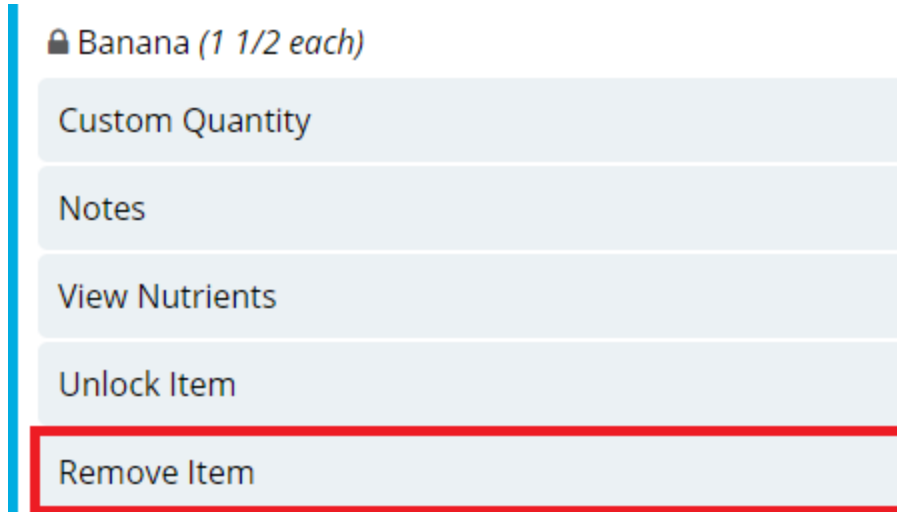


Removing a Selection

You can remove a single selection from the **Selected Items** list as needed.

To remove a selection for a patron:


1. In the **Selected Items** list, select the menu item you want to remove from the list.
2. Click **Remove Item**. The selection is immediately removed.

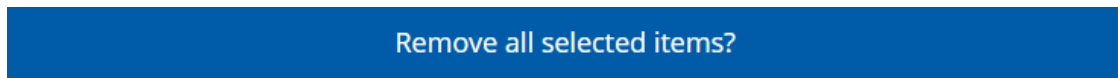


Clearing All Selected Menu Items

You can clear all menu items in the **Selected Items** list with one click.

To clear selected menu items:

1. In the top-right corner of the **Selected Items** list, click . A confirmation message appears.
2. Click **Yes, restart**.



These items will be permanently deleted and cannot be recovered. Are you sure?



Order Submission and Printing

This section describes how to submit an order using the contents of the **Selected Items** list for a patron. In addition, this section describes how to schedule an order for a later time and how to reprint a ticket that was already printed.



Notes:

- Bedside and Room Service Connect only support the ability to print kitchen tickets.
- The Room Service Manager must be running to print kitchen tickets.
- If you make meal selections and attempt to leave the page without printing a ticket, a confirmation message will appear asking if you want to print a ticket for the selections.
- If you make meal selections for a patron without a room number and attempt to print their ticket, a warning message appears stating **Unable to print. The patron is missing a room location or kitchen assignment.** Ticket printing is available with the Room Service module.
- If you attempt to print a ticket for a nourishment meal and Hospitality Suite is not set up to print nourishments on kitchen tickets, a warning message appears stating **No items to print.** Ticket printing is available with the Room Service module.

Printing a Ticket

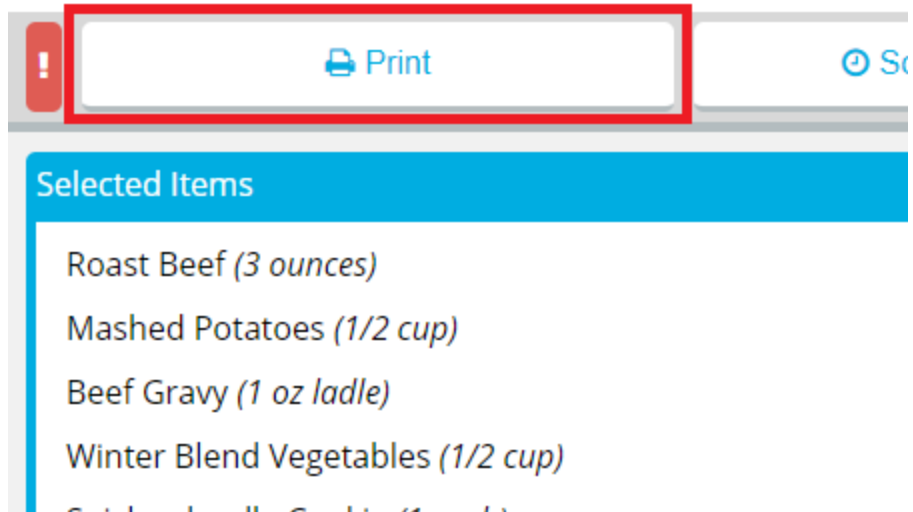
When you are done selecting menu items for a meal, you can print the ticket so it will be delivered as soon as possible.



Note: Once you have printed a ticket, you cannot make any changes to the selected menu items or add new selections to the meal. If you need to order additional menu items for a patron, you can do so on an [additional tray](#).

To print a ticket immediately:

- On the patron record, above the **Selected Items** list, click **Print**.



Sending a Rush Ticket

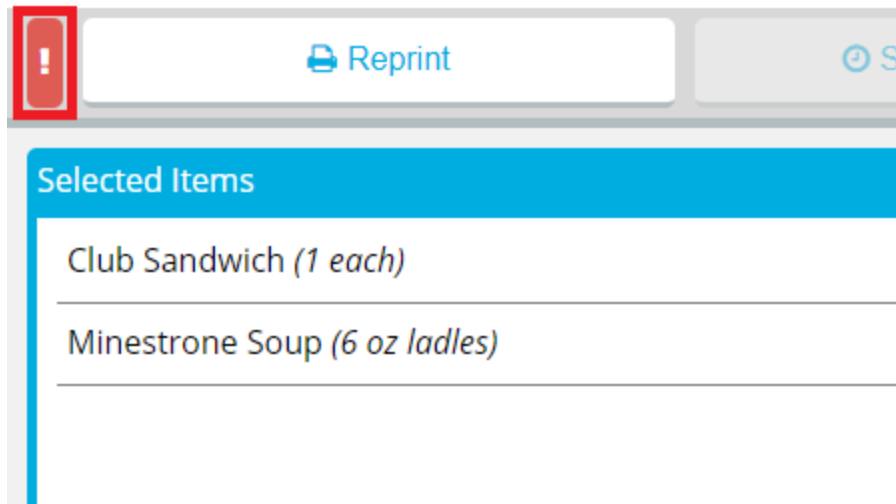


The following is only available to customers with the Kitchen Display System (KDS) addon module.

Facilities with the Kitchen Display System (KDS) addon module have an additional print option on the patron record to send a ticket with RUSH status to the KDS. Tickets sent with Rush status will also display RUSH on the ticket if printed.

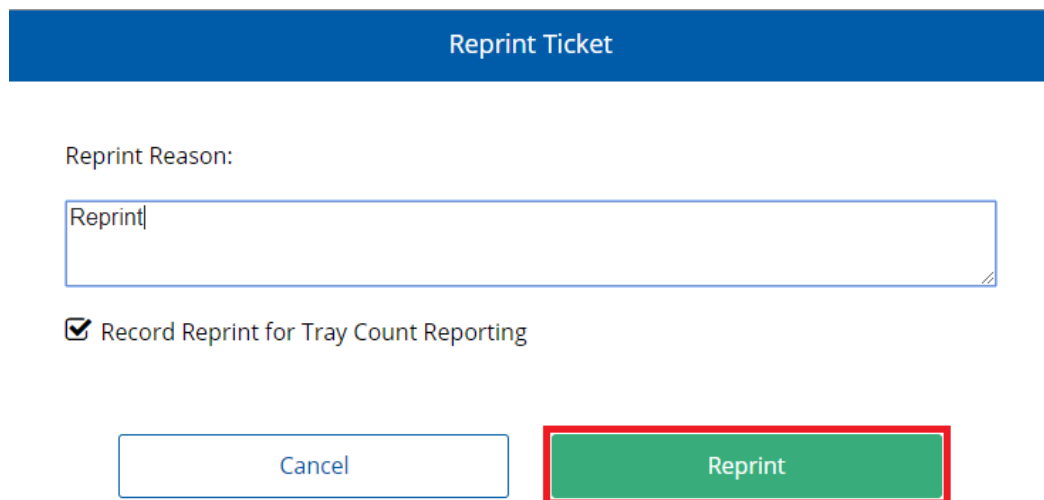
To send a rush ticket to the KDS:

1. On the patron record, above the **Selected Items** list, click **!**.



If a ticket has not yet been printed for the meal, it will be printed immediately.

2. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - a. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - b. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - c. Click **Reprint**.

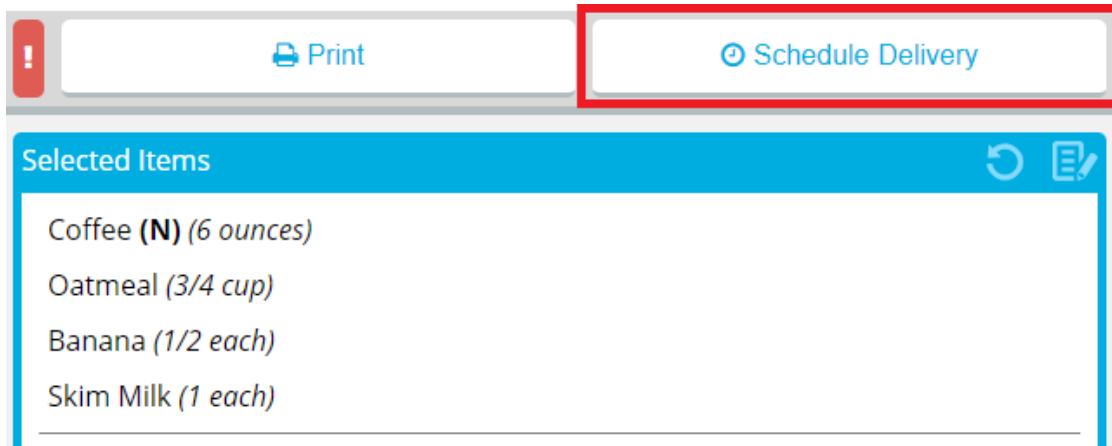


Scheduling Meal Delivery for Later


If you do not want to print a ticket immediately for a meal, you can instead schedule delivery of the meal at a later time within the same day.

To schedule a meal for a specific delivery time:

1. Above the **Selected Items** list, click **Schedule Delivery**. The **Schedule Delivery** dialog appears.



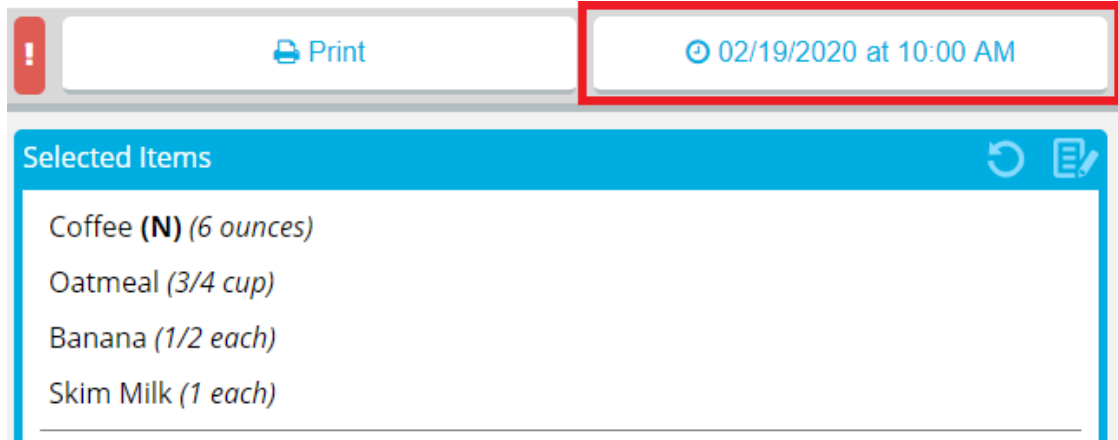
2. In the **Schedule delivery for a specific time** list, select the time you want the patron record to be delivered.

 **Notes:**


- Depending on the time you select, the ticket for the meal will be printed with enough lead time to ensure that the meal will be delivered at the selected time.
- If your facility uses Production Control, the number in parentheses is the number of delivery slots available at that time. If no slots are available, the time displays **Full** instead of a number.

3. If the time slot you want to select is full and you still want to deliver at that time, click to select **Override**.
4. Click **Schedule Delivery**.

The **Schedule Delivery** button changes to display the current scheduled delivery time.



5. If you want to change the scheduled delivery time, repeat the previous steps, selecting a different available time.

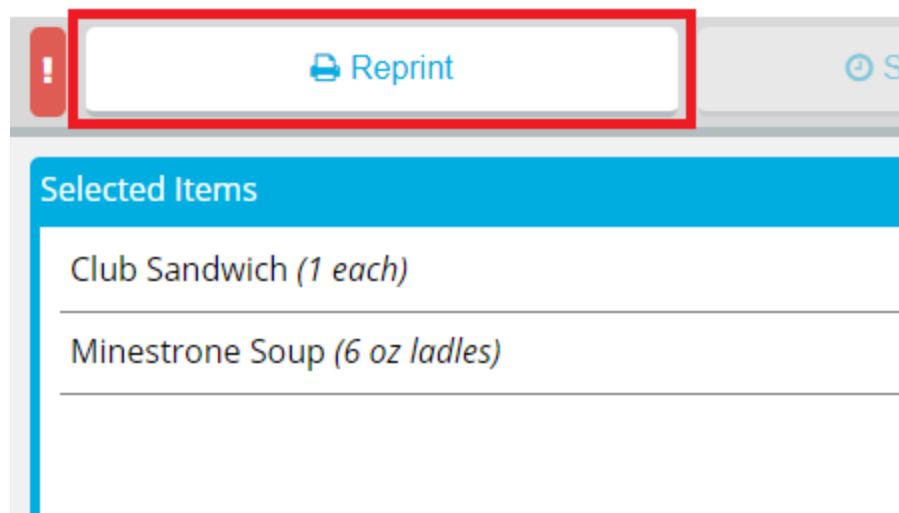
 **Note:** [Printing the ticket](#) when a delivery time is scheduled will cancel the scheduled delivery time.

Reprinting a Ticket

If a ticket was [printed for a meal](#), you can reprint the ticket. You will have the option of recording the reprint on tray counting reports generated in Hospitality Suite.

To reprint a ticket:

1. On the patron record, above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



2. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
3. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
4. Click **Reprint**.

Reprint Ticket

Reprint Reason:

Reprint|

Record Reprint for Tray Count Reporting

Cancel

Reprint

Viewing Nutrients and Exchanges for a Meal

The patron record tracks the nutrients and exchanges a patron is set to consume in a particular meal period. Nutrients are displayed as values based on the menu items included in the **Selected Items** list.



Notes: You can [modify which nutrients appear on this tab](#) in settings.

If the patron has an assigned meal pattern, their current used exchanges for a nutrient are displayed as a fraction of available exchanges. As menu items are added to the **Selected Items** list, the fraction will update to reflect to nutrients in the meal. In addition, a pie chart of the used/available exchanges gives a visual representation of the patron's current exchanges for the meal period.



For more information on meal patterns, refer to ???

An example of the visualization is shown in the following image:

Avasarala Chrisjen
104 A

Diet: CHO Counting 60/60/60
Menu: Regular

General Information | **Meal Nutrients & Exchanges** | Daily Total Nutrients

Totals reflect selections from ALL printed menu tickets within the meal period.

Calories	319 kcal	Protein	10.9 gm	Carbohydrate	3/5
Fat	4.3 gm	Carbs	58.8 gm		
Cholesterol	47 mg	Sodium	305 mg		

THU 2/20/20 | **FRI 2/21/20** | Breakfast | SAT 2/22/20

Hot & Cold Cereals | **Breakfast Favorites**

- Bacon
- Cinnamon French Toast (1 slice)

Selected Items:

- Oatmeal (3/4 cup)
- Grits (3/4 cup)
- Cinnamon French Toast (1 slice)

If the available exchanges for the meal is exceeded, the pie chart displays as red, as shown in the following image:

Avasarala Chrisjen
104 A

Diet: CHO Counting 60/60/60
Menu: Regular

General Information | **Meal Nutrients & Exchanges** | Daily Total Nutrients

Totals reflect selections from ALL printed menu tickets within the meal period.

Calories	642 kcal	Protein	24.3 gm	Carbohydrate	7/5
Fat	10 gm	Carbs	114 gm		
Cholesterol	94 mg	Sodium	612 mg		

THU 2/20/20 | **FRI 2/21/20** | Breakfast | SAT 2/22/20

Hot & Cold Cereals | **Hot & Cold Cereals**

- Oatmeal (2 1/4 cups)
- All Bran Cereal

Selected Items:

- Oatmeal (2 1/4 cups)
- Grits (3/4 cup)
- Cinnamon French Toast (2 slices)

In addition, an alert appears the first time the available exchanges for the meal period are exceeded. However, there is nothing preventing you from ordering a meal for a patron that exceeds their available exchanges.

Exchanges Exceeded

Limits have been exceeded on the following exchanges:

- Carbohydrate

Ok

Guest Meals

This section details how to order a new guest meal for a patron guest, edit or delete an existing (unprinted) meal, view a printed guest meal, or order guest meals for additional guests.

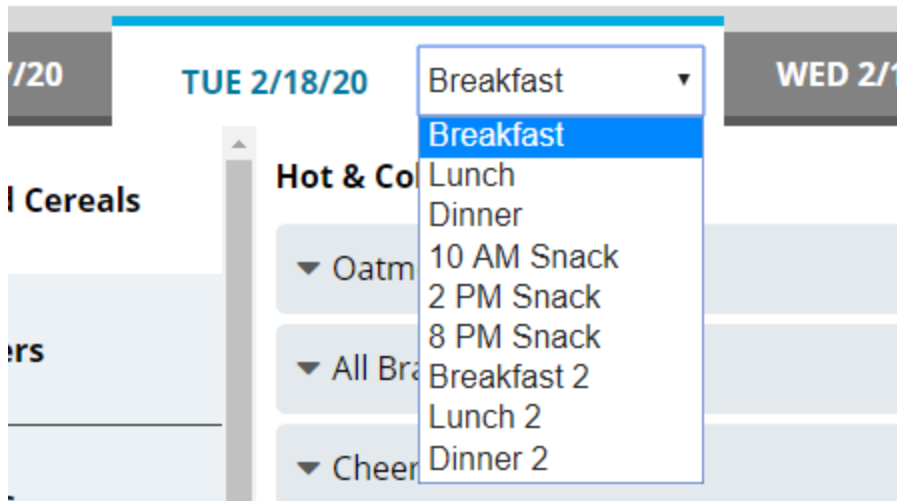
Ordering a Guest Meal

You can order a meal for a patron's guest. The ticket for the meal can be [printed immediately](#) or [scheduled for delivery](#) with the patron's meal.

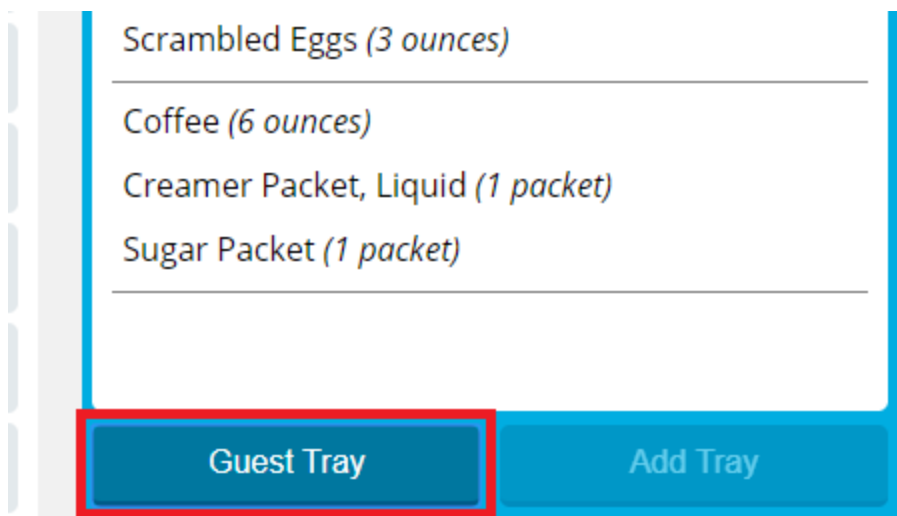
To order a guest meal:

1. On the record for the patron with the guest, select the date for which you want to order a guest meal.

2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Guest Tray**. The **Guest Tray** dialog appears.



4. If you want to specify a name for the patron's guest, in the **Guest Name** box, enter a name for the guest.

5. In the **Guest Menu** list, select the menu from which the guest will order.

6. Click **Select Menu Items**.

Guest Tray

Add New

Guest Name:

Guest Menu:

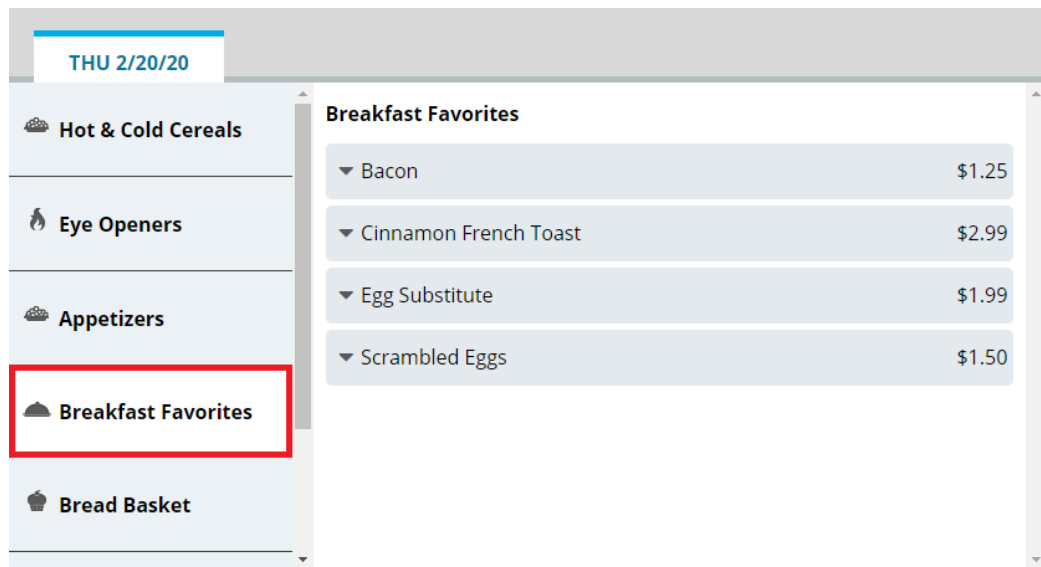
Select Menu Items

Cancel

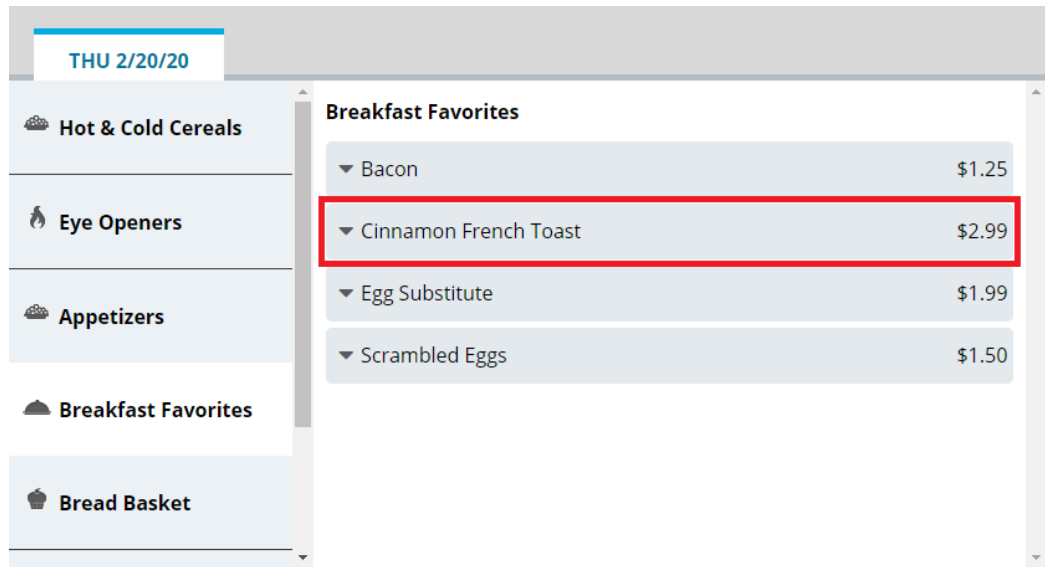
A guest record appears displaying the menu for the specific date and time selected in steps 1–2.

7. To add a menu item to the guest's meal:

- a. On the left menu, select the category (publishing group) for which you want to view menu items.





b. In the center section, select the menu item you want to add.



Note: While the **Selling Price** for menu items in a guest meal is displayed in the application, you cannot charge the guest directly for their selections through Bedside Connect / Room Service Connect.

c. If you want to increase or reduce the portion size to order, continue as follows:

- If you want to increase the portion size of the item, click .
- If you want to reduce the portion size of the item, click .

- d. Manage the selection as needed:

To add a note for the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Notes**.
- iii. In the **Notes** box, enter the note you want to add.
- iv. Click **Save**.

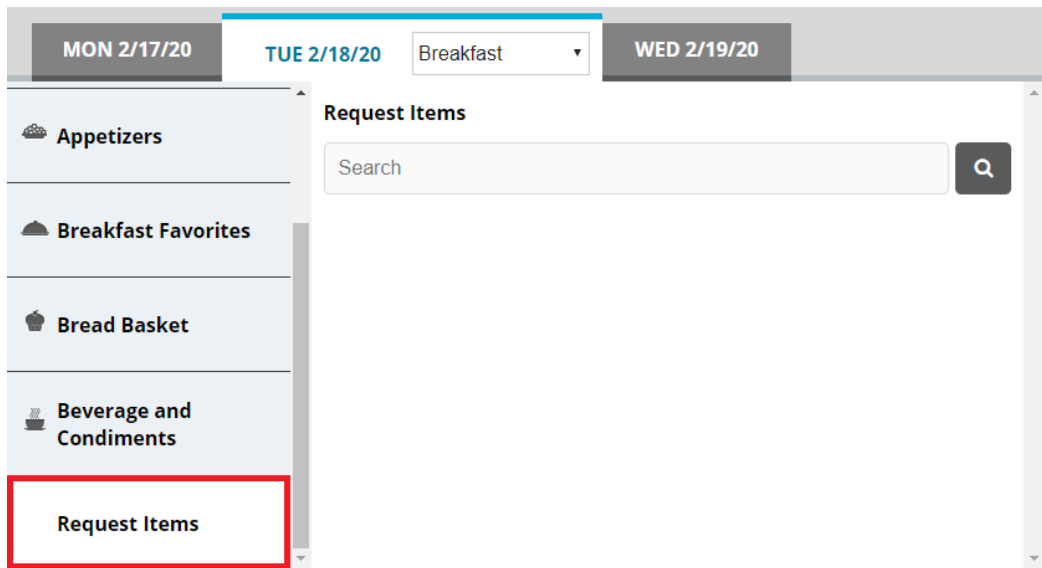
To view nutrients for the selection


- i. Click ▼ to expand the menu item.
- ii. Click **View Nutrients**. The option expands to display nutrient information for the menu item.

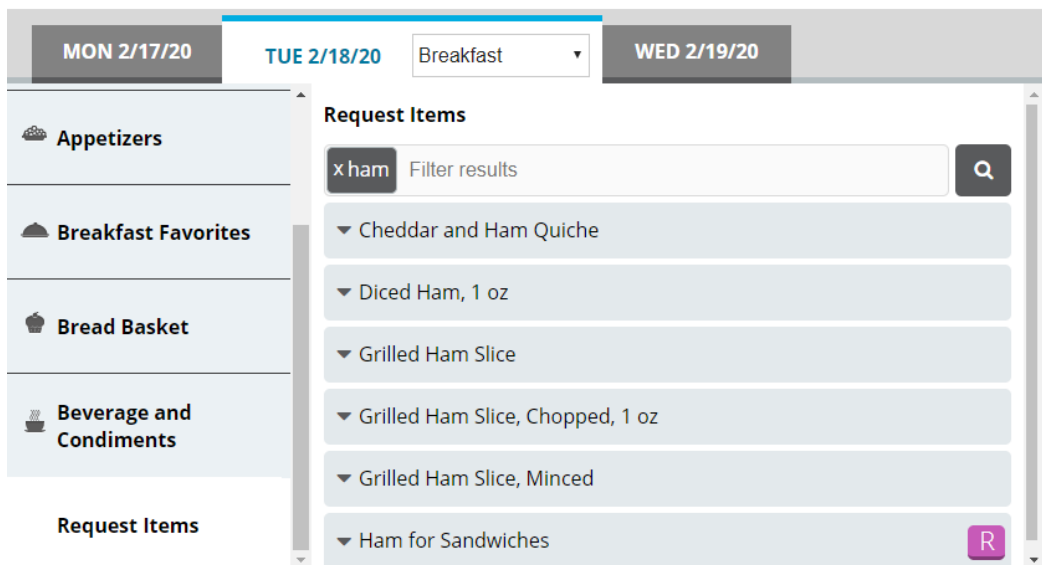
To remove the selection

- i. Click ▼ to expand the menu item.
- ii. Click **Remove Item**. The selection is immediately removed from the **Selected Items** list.

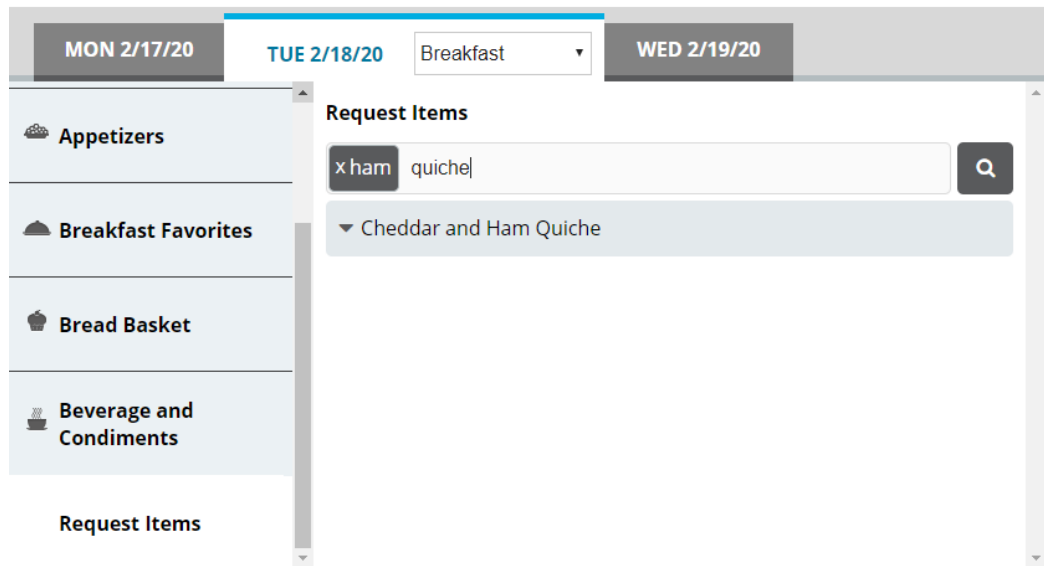
8. To add a menu item not on the menu to the guest's meal:
 - a. On the left menu, click **Request Items**.



- b. In the search box, enter a keyword for the item for which you want to search.
 - c. Click . You can also press **Enter**. The search results appear.



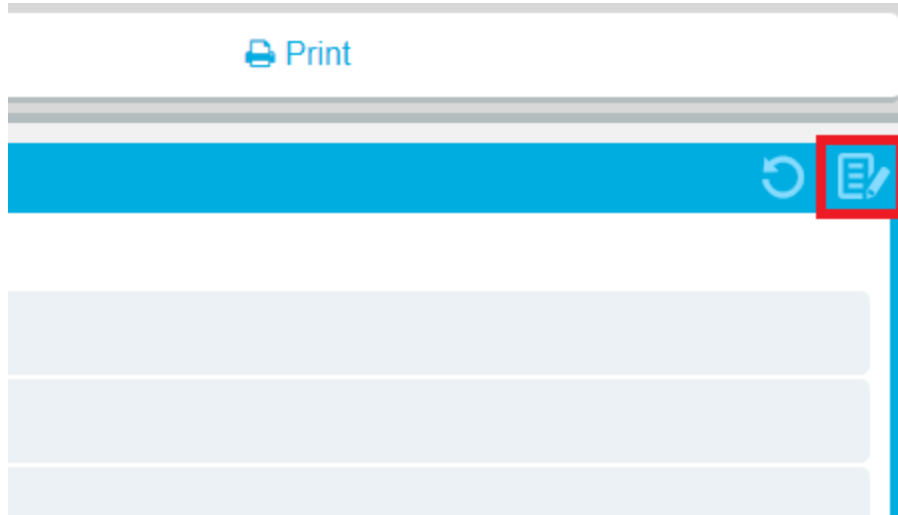
- d. If you want to filter the displayed search results, in the search box, enter an additional keyword with which to filter. The results filter as you type.



- e. From the results, select the request item you want to order. The item is added to the **Selected Items** list.
9. Repeat steps 7–8 until all menu items you want to order have been added to the **Selected Items** list.

10. If you want to add a note to the meal, continue as follows:

- a. In the top-right corner of the **Selected Items** list, click the add note icon. The **Meal Notes** dialog appears.



- b. In the box, enter the note you want to add for the meal.
- c. Click **Save**.

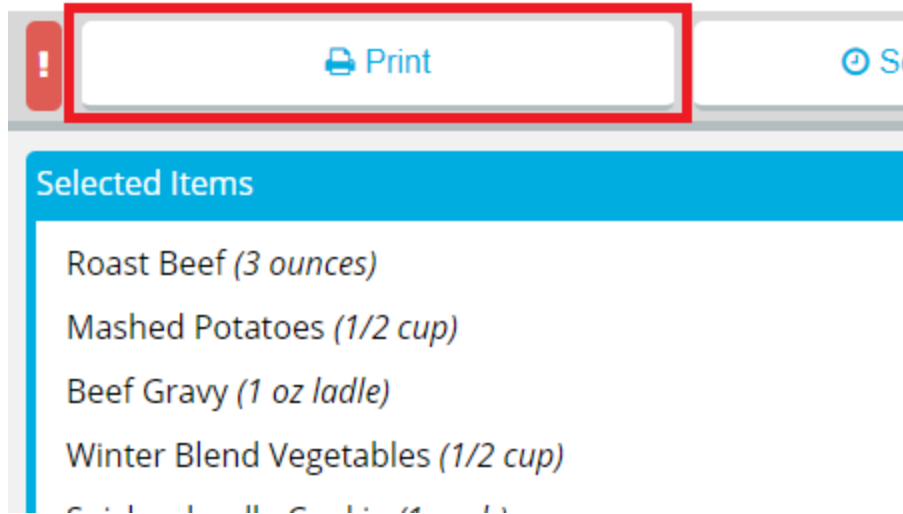


Tip: When a meal has a note added to it, a checkmark icon appears on the add note icon.

11. When you are done making selections, order the meal as follows:

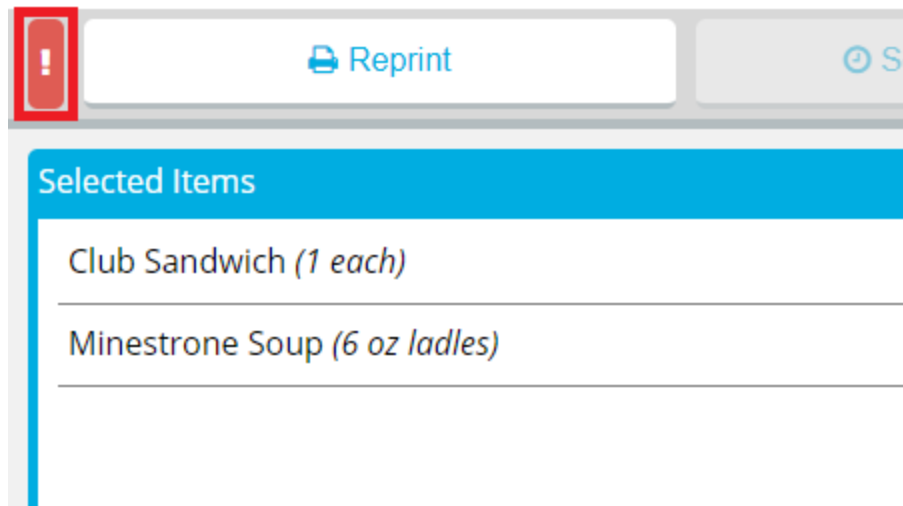
To print a ticket immediately

- Above the **Selected Items** list, click **Print**.



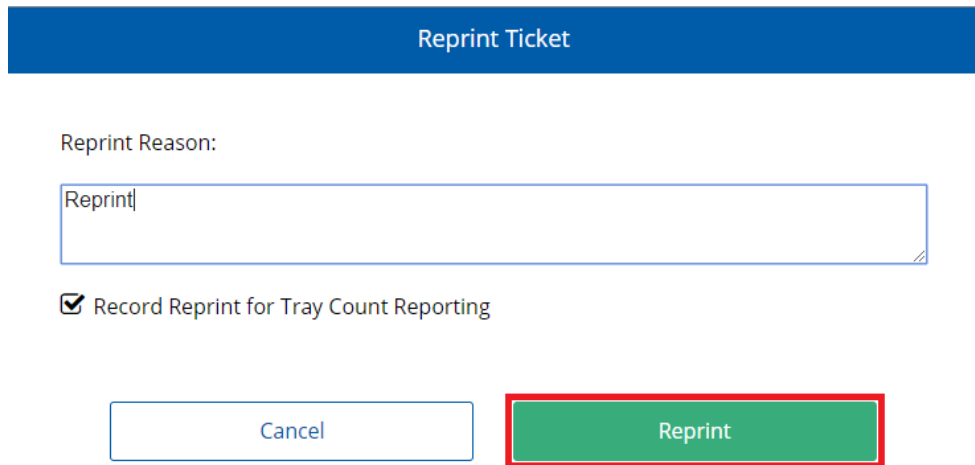
To send a rush ticket

- a. Above the **Selected Items** list, click !.



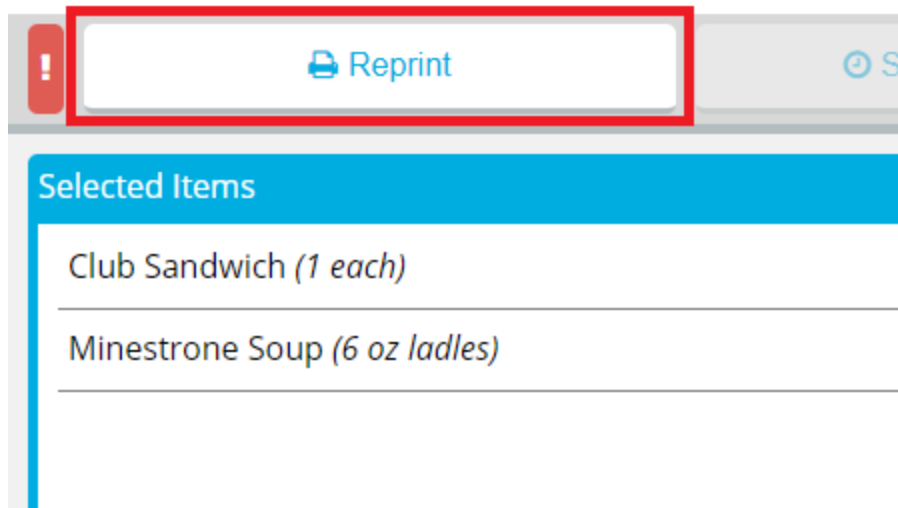
If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.



To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.

- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket


Reprint Reason:

Reprint|

Record Reprint for Tray Count Reporting

Cancel

Reprint

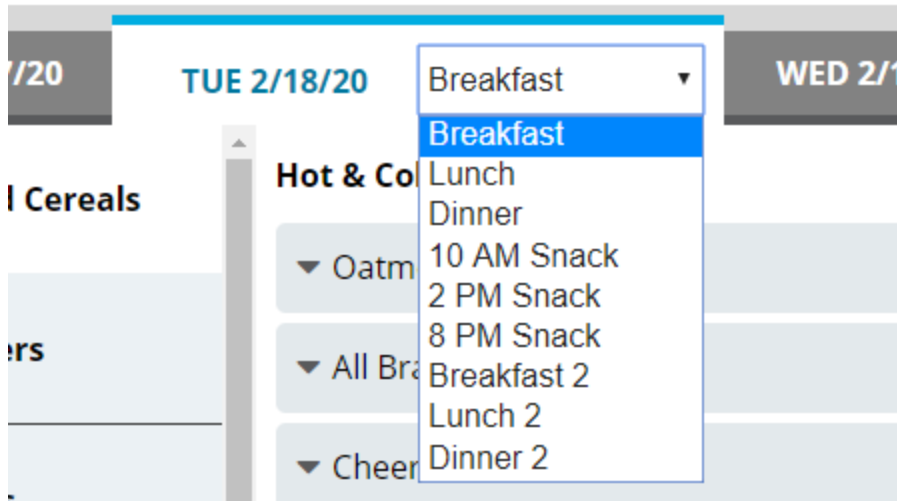
 **Note:** You cannot schedule a guest meal at a later time by itself. A guest meal will use the scheduled delivery time set for the patron's meal.

Editing an Unprinted Guest Meal

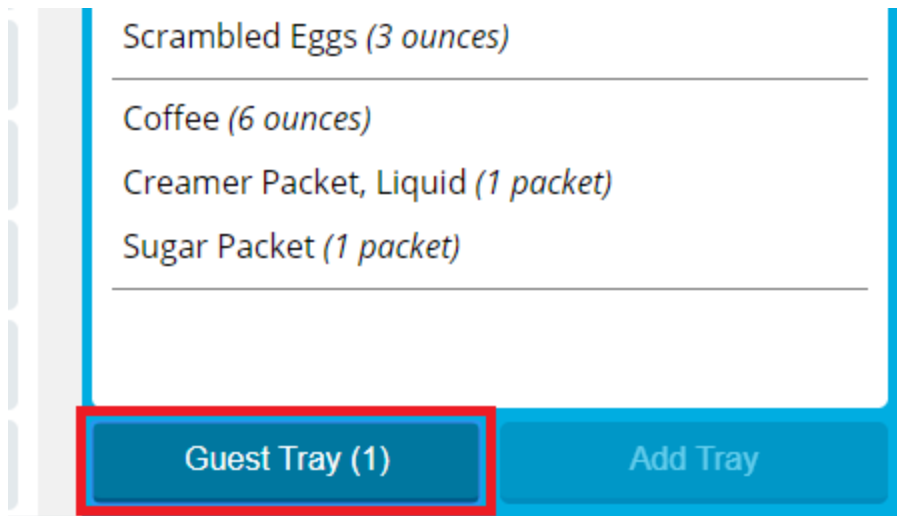
You can edit a guest meal as long as it has not yet been printed.


To edit an unprinted guest meal:


1. On the record for the patron with the guest, select the date of the guest meal you want to edit.
2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Guest Tray (#)**. The **Guest Tray** dialog appears.



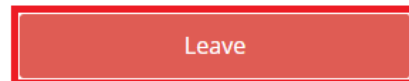
 **Note:** The number on the button indicates the number of guest meals that have been set up for this patron's guest(s).

4. To the right of the guest meal you want to edit, click . The guest meal record page appears.
5. Edit the guest meal as needed.

6. If you do not want to immediately print the ticket for the guest meal, continue as follows:
 - a. Click **Finish**. A confirmation message appears.
 - b. Click **Leave**.



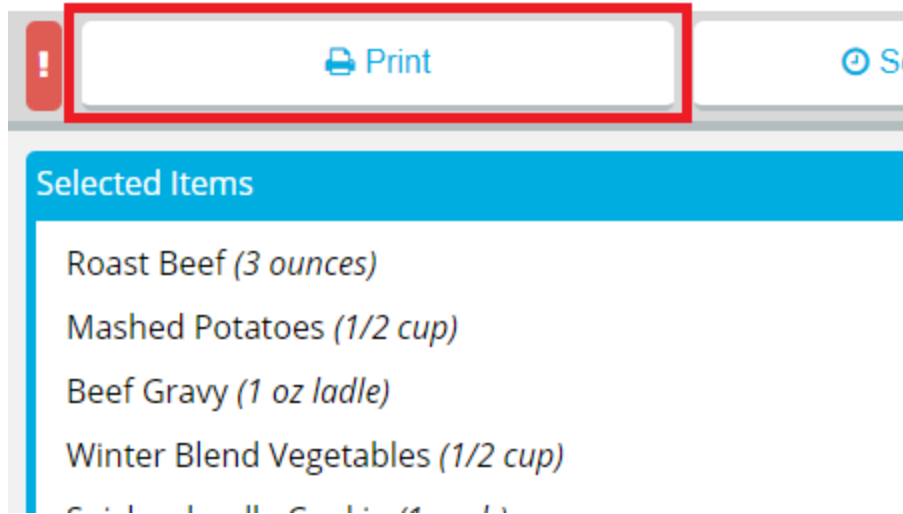
The Guest ticket was not printed. Are you sure you want to leave?



7. When you are done making selections, order the meal as follows:

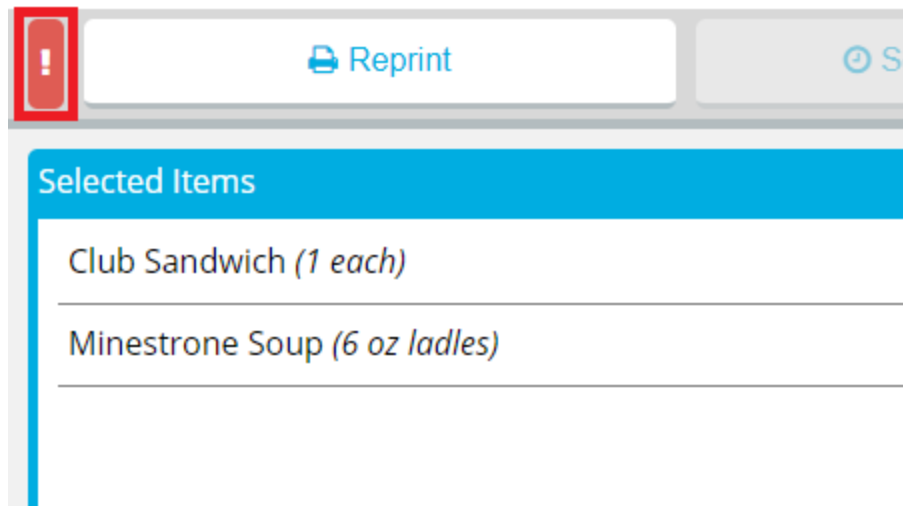
To print a ticket immediately

a. Above the **Selected Items** list, click **Print**.



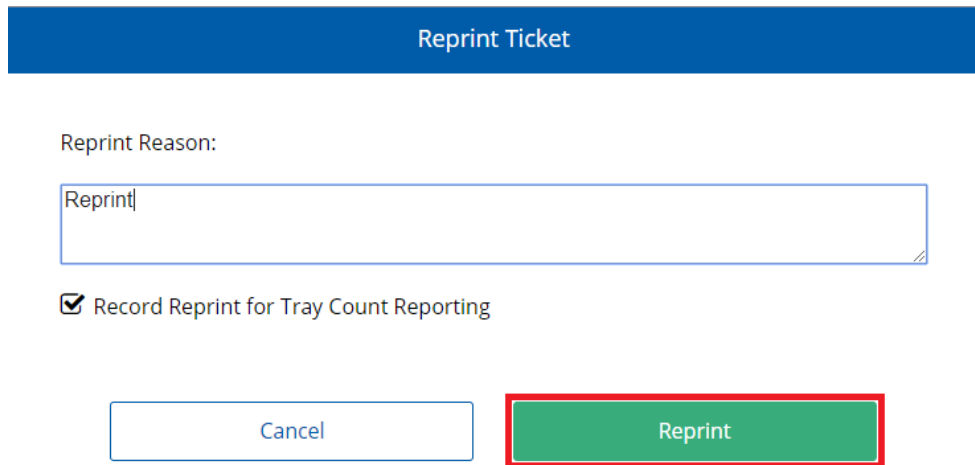
To send a rush ticket

a. Above the **Selected Items** list, click !.



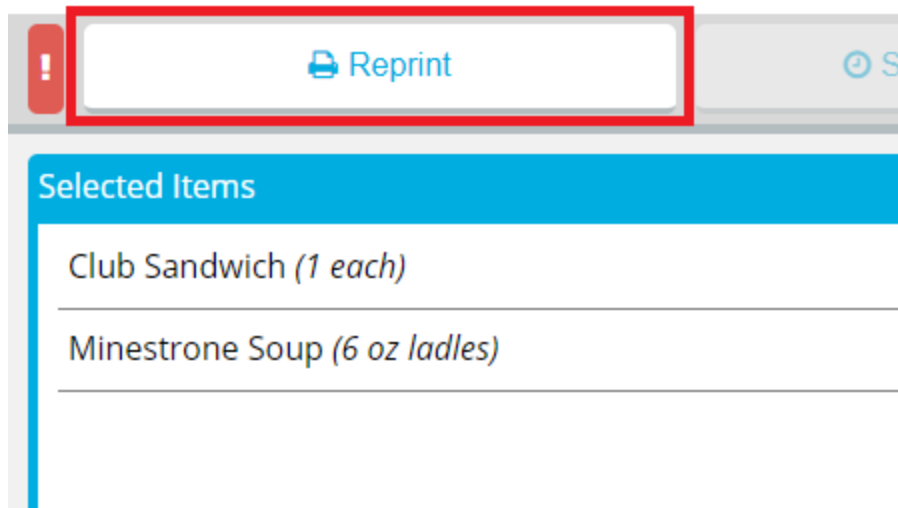
If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.



To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.

- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket


Reprint Reason:

Reprint|

Record Reprint for Tray Count Reporting

Cancel

Reprint

 **Note:** You cannot schedule a guest meal at a later time by itself. A guest meal will use the scheduled delivery time set for the patron's meal.

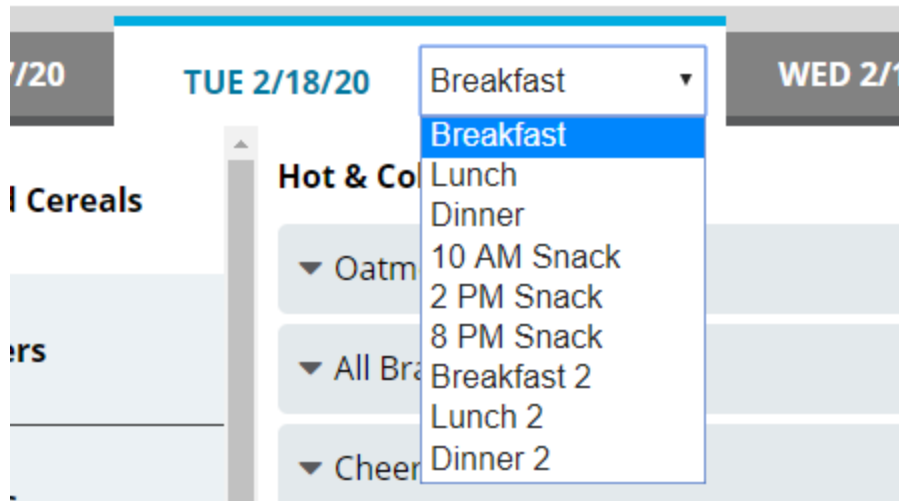
Deleting an Unprinted Guest Meal

You can delete a guest meal as long as it has not yet been printed.

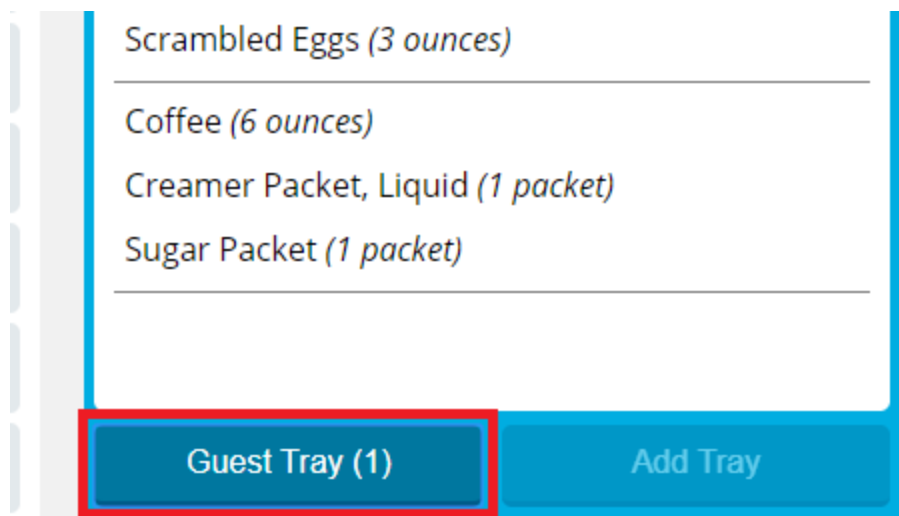
To delete an unprinted guest meal:


1. On the record for the patron with the guest, select the date of the guest meal you want to delete.

2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Guest Tray (#)**. The **Guest Tray** dialog appears.



 **Note:** The number on the button indicates the number of guest meals that have been set up for this patron's guest(s).

4. To the right of the guest meal you want to delete, click . A confirmation message appears.

5. Click **Yes**. The meal is deleted.

Delete Guest Tray?

Are you sure you want to delete Clarissa guest tray?

Yes

No

6. If you want to set up a new guest meal, continue to step 4 of [Ordering a Guest Meal](#).

7. If you do not want to set up a new guest meal, click **Cancel**.

Guest Tray

Add New

Guest Name:

Guest

Guest Menu:

Regular ▼

Select Menu Items

Cancel

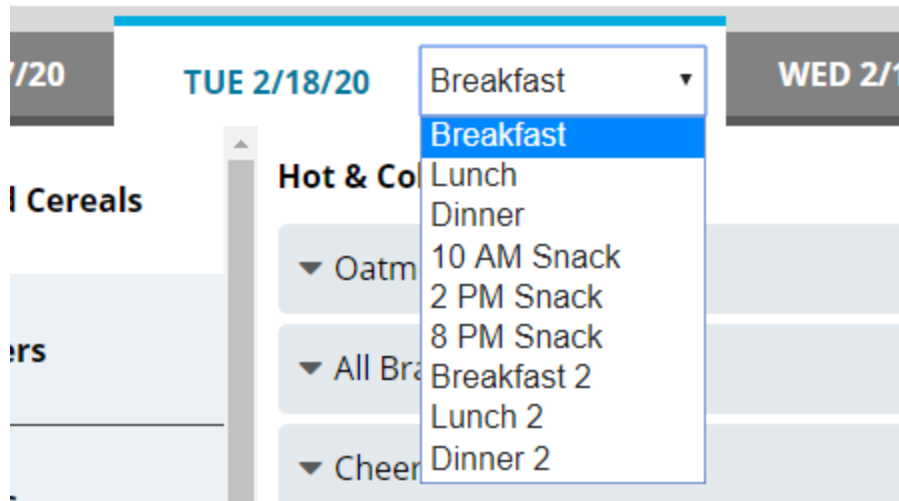
Viewing a Printed Guest Meal

Once a guest meal has been printed, you can no longer [edit](#) or [delete](#), you may only view a read-only version. From the read-only version, you can reprint the ticket for meal as needed.

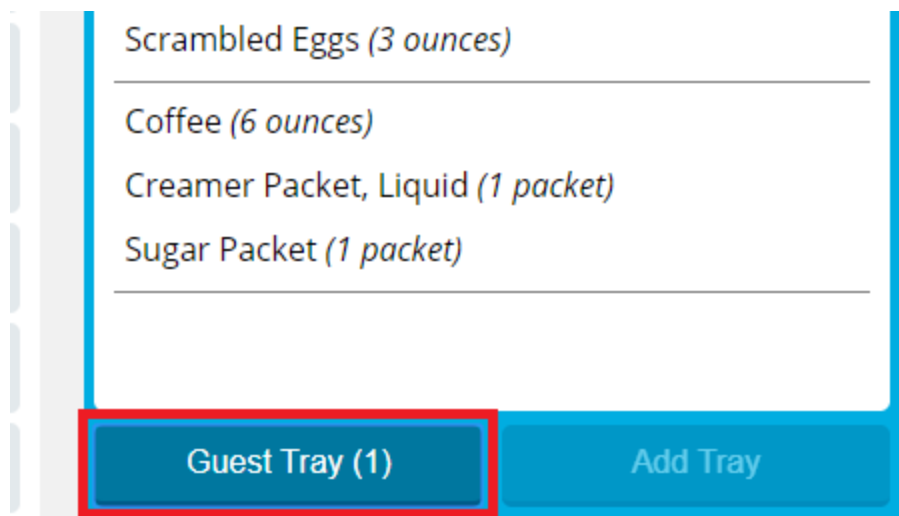
To view a printed guest meal:


1. On the record for the patron with the guest, select the date of the guest meal you want to view.

2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Guest Tray (#)**. The **Guest Tray** dialog appears.



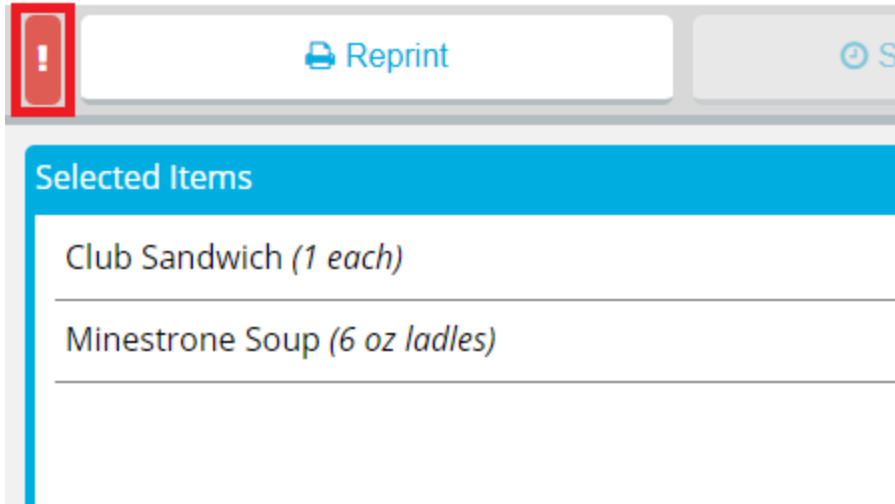
 **Note:** The number on the button indicates the number of guest meals that have been set up for this patron's guest(s).

4. To the right of the guest meal you want to view, click . The guest meal record page appears.

5. If you want to send a rush reprint or reprint the ticket for the meal, continue as follows:

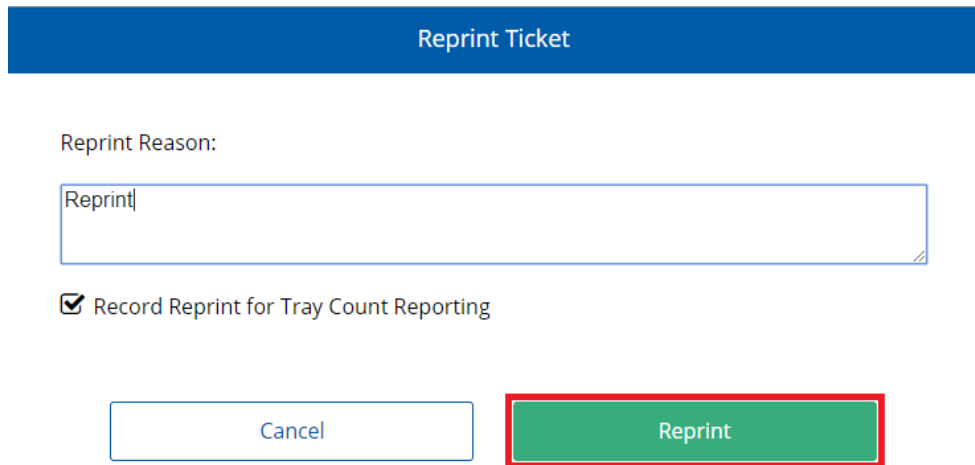
To send a rush ticket

a. Above the **Selected Items** list, click !.



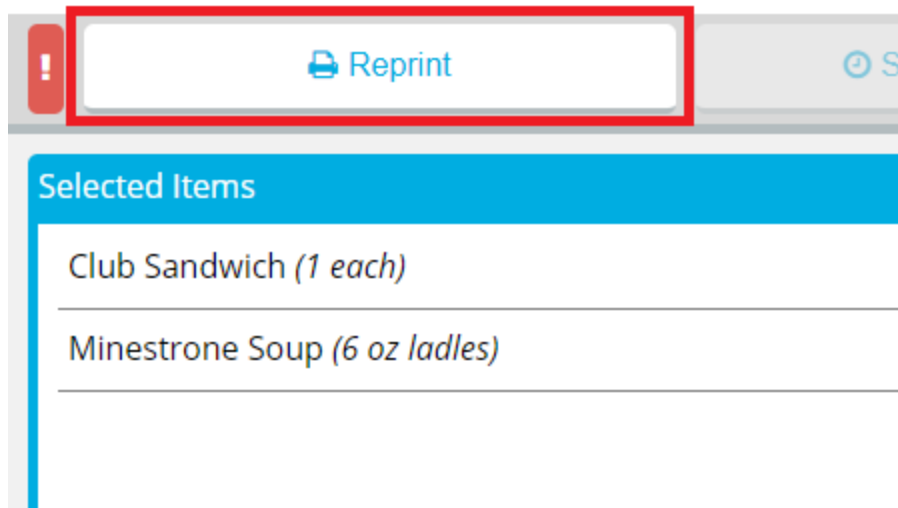
If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.



To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.

- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket

Reprint Reason:

Reprint|

Record Reprint for Tray Count Reporting

Cancel

Reprint

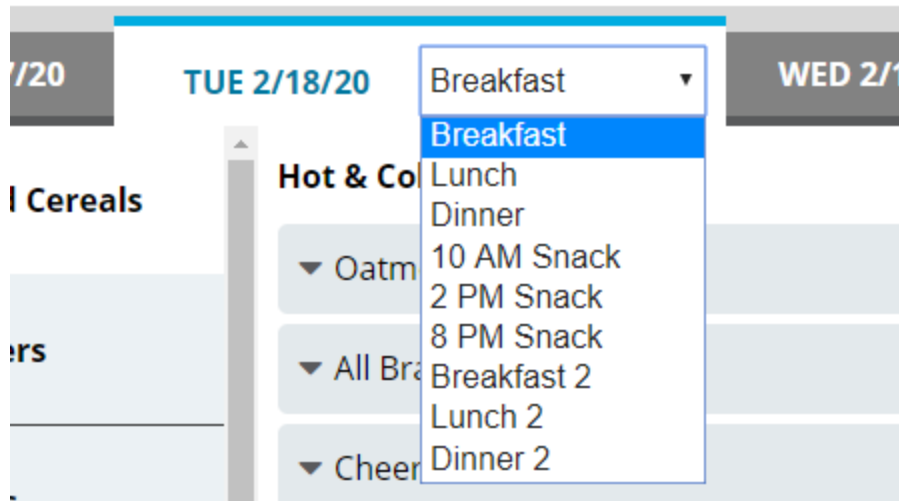
Ordering an Additional Guest Meal

If a patron has more than one guest that wants to order a meal, you can set up additional meals for each guest.

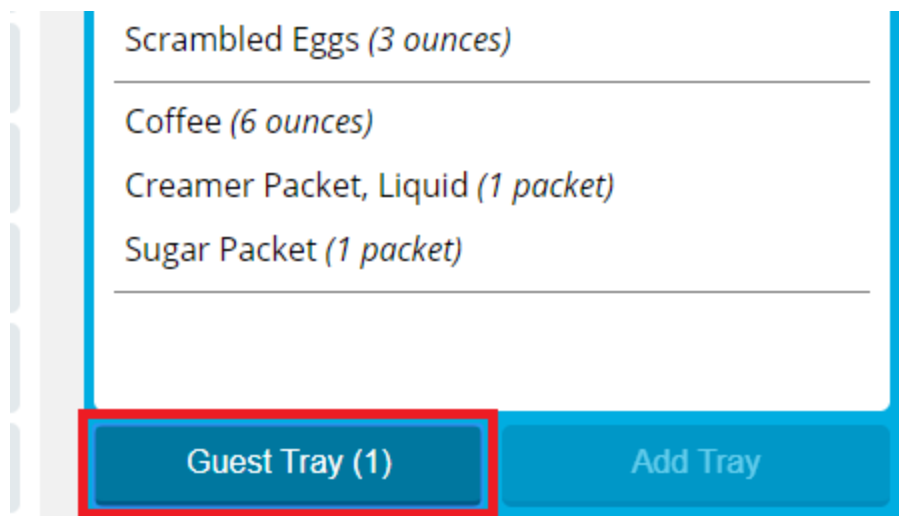
To order a meal for an additional patron guest:


1. On the record for the patron with the guest, select the date of the guest meal you want to view.

2. In the list, select the appropriate meal.



3. Under the **Selected Items** list, click **Guest Tray (#)**. The **Guest Tray** dialog appears.



 **Note:** The number on the button indicates the number of guest meals that have been set up for this patron's guest(s).

4. If you want to specify a name for the additional guest, in the **Guest Name** box, enter a name for the guest.



5. In the **Guest Menu** list, select the menu from which the guest will order.

6. Click **Select Menu Items**.

Guest Tray

View/Edit Existing

Clarissa
[Ticket Printed](#) at 6:36 AM on 02/20/2020 by MICHAELR

Add New

Guest Name:

Teresa

Guest Menu:

Regular ▼

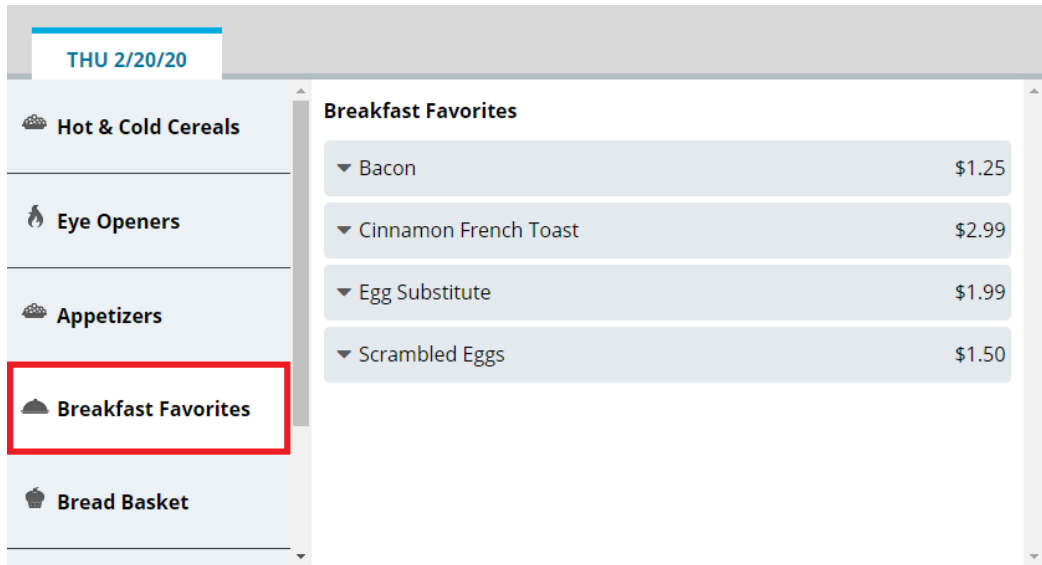
Select Menu Items

Cancel

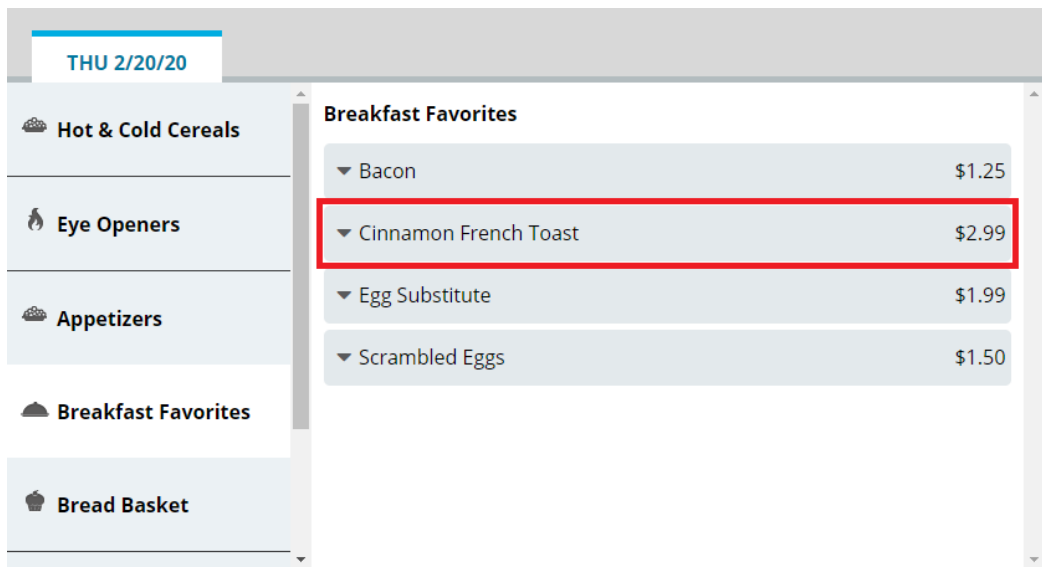
A guest record appears displaying the menu for the specific date and time selected in steps 1–2.

7. To add a menu item to the guest's meal:

- a. On the left menu, select the category (publishing group) for which you want to view menu items.





- b. In the center section, select the menu item you want to add.



Note: While the **Selling Price** for menu items in a guest meal is displayed in the application, you cannot charge the guest directly for their selections through Bedside Connect / Room Service Connect.

c. If you want to increase or reduce the portion size to order, continue as follows:

- If you want to increase the portion size of the item, click .
- If you want to reduce the portion size of the item, click .

d. Manage the selection as needed:

To add a note for the selection

- Click ▼ to expand the menu item.
- Click **Notes**.
- In the **Notes** box, enter the note you want to add.
- Click **Save**.

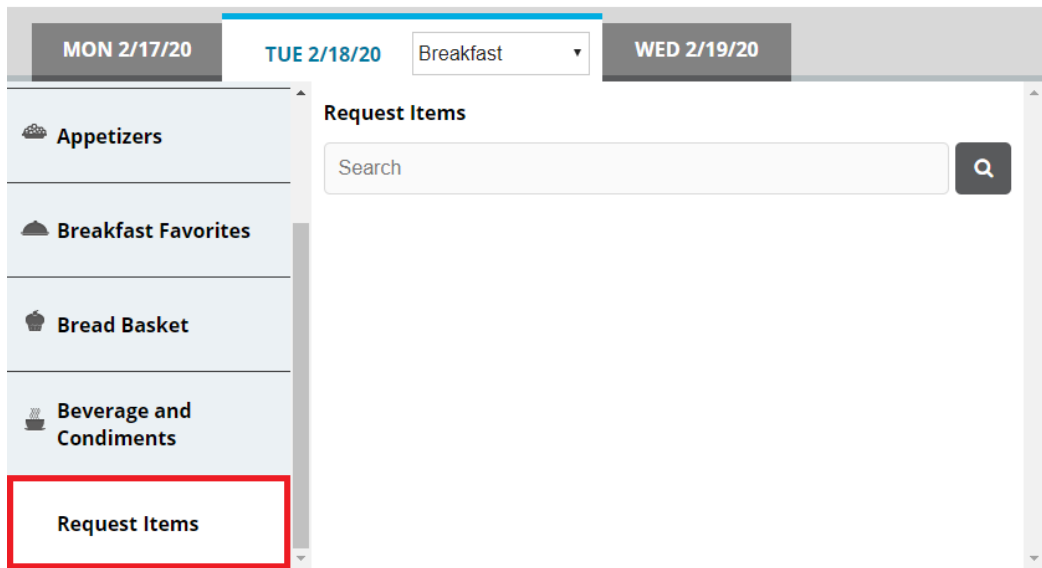
To view nutrients for the selection


- Click ▼ to expand the menu item.
- Click **View Nutrients**. The option expands to display nutrient information for the menu item.

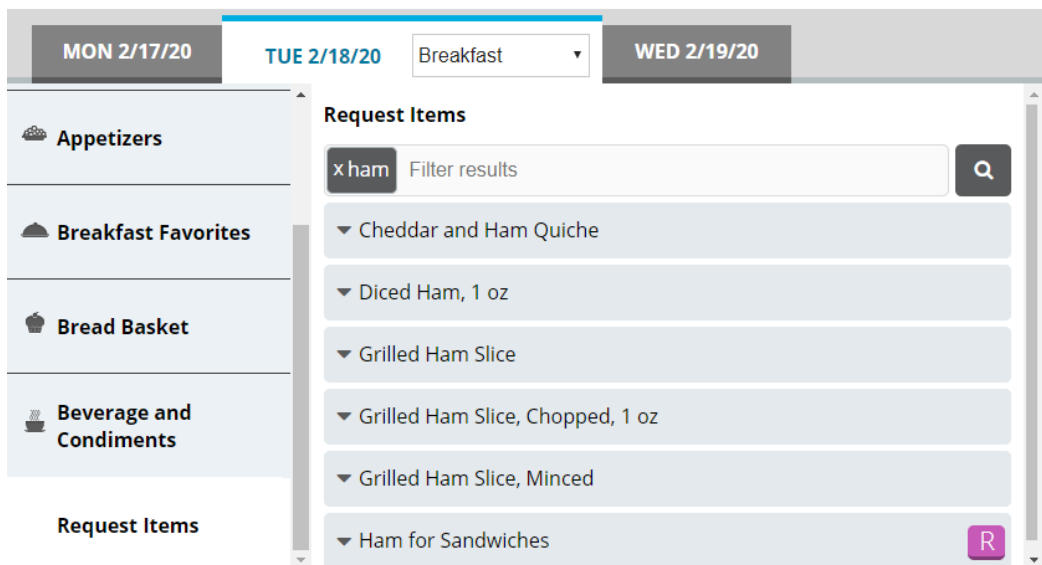
To remove the selection

- Click ▼ to expand the menu item.
- Click **Remove Item**. The selection is immediately removed from the **Selected Items** list.

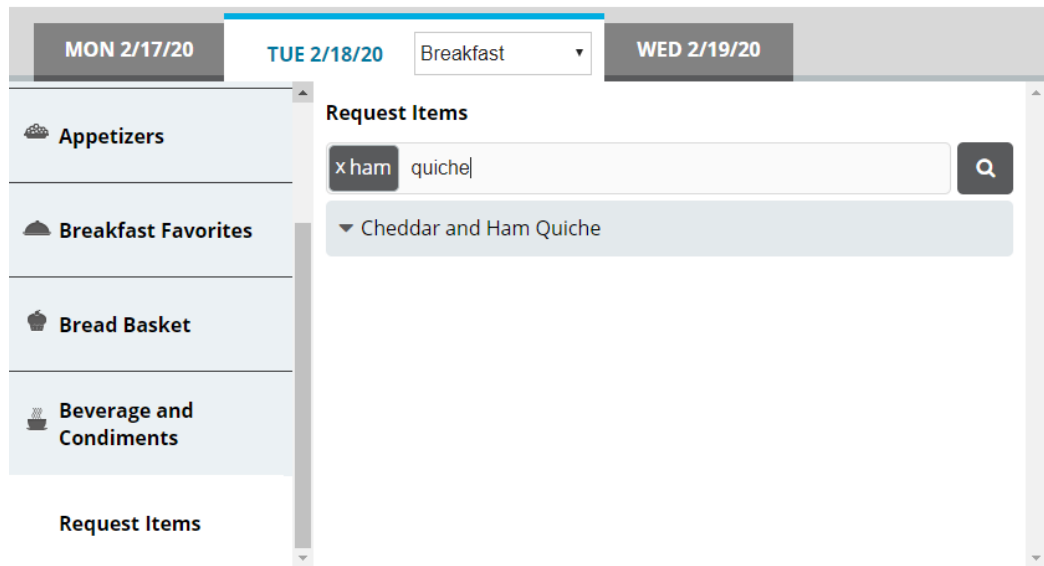
- 8. To add a menu item not on the menu to the guest's meal:
 - a. On the left menu, click **Request Items**.



- b. In the search box, enter a keyword for the item for which you want to search.
 - c. Click . You can also press **Enter**. The search results appear.



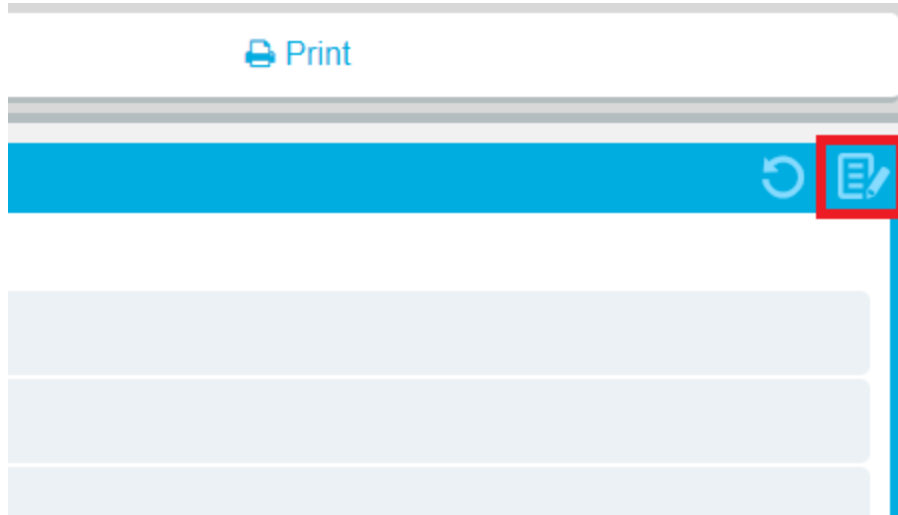
- d. If you want to filter the displayed search results, in the search box, enter an additional keyword with which to filter. The results filter as you type.



- e. From the results, select the request item you want to order. The item is added to the **Selected Items** list.
9. Repeat steps 7–8 until all menu items you want to order have been added to the **Selected Items** list.

10. If you want to add a note to the meal, continue as follows:

- a. In the top-right corner of the **Selected Items** list, click the add note icon. The **Meal Notes** dialog appears.



- b. In the box, enter the note you want to add for the meal.
- c. Click **Save**.

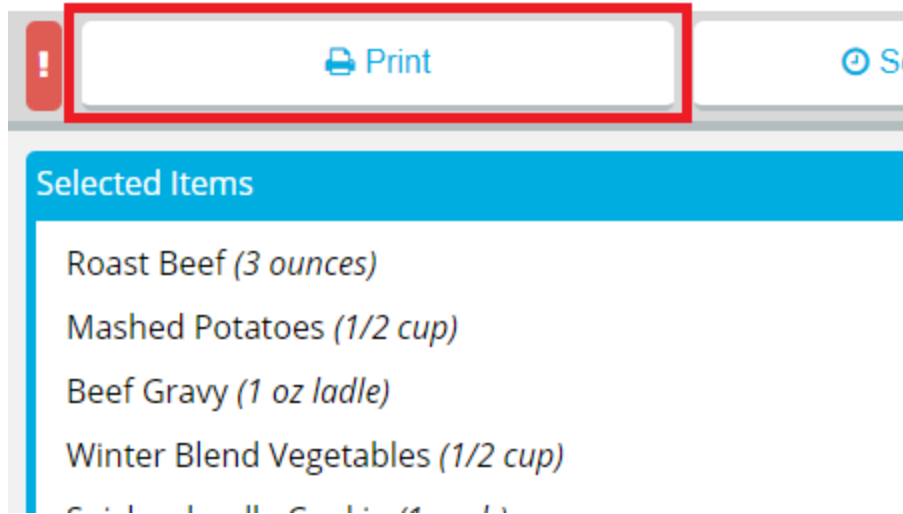


Tip: When a meal has a note added to it, a checkmark icon appears on the add note icon.

11. When you are done making selections, order the meal as follows:

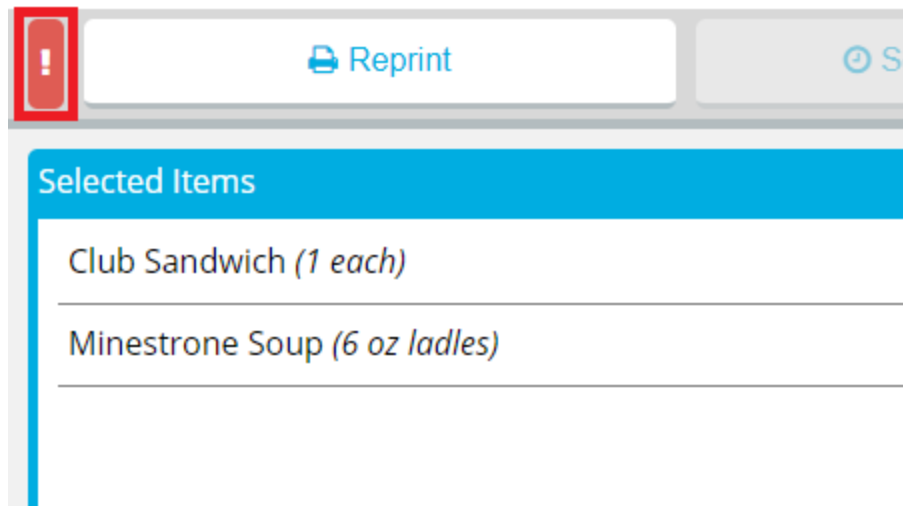
To print a ticket immediately

- Above the **Selected Items** list, click **Print**.



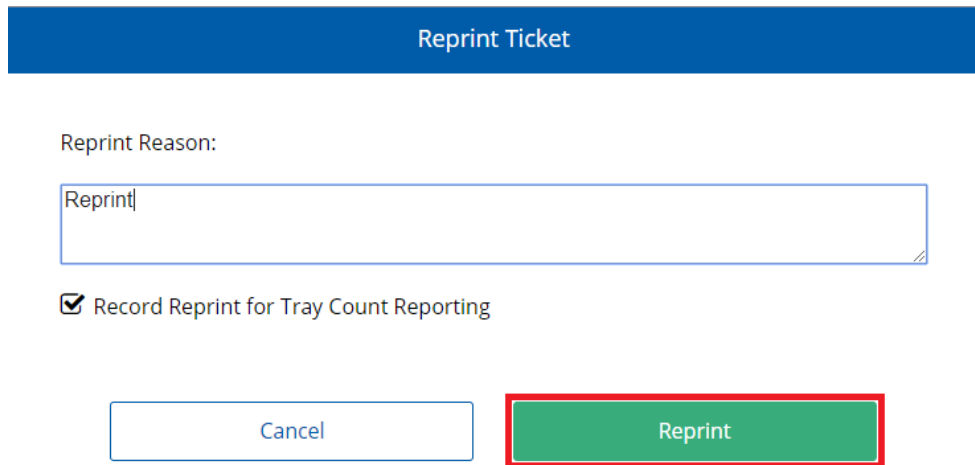
To send a rush ticket

- a. Above the **Selected Items** list, click !.



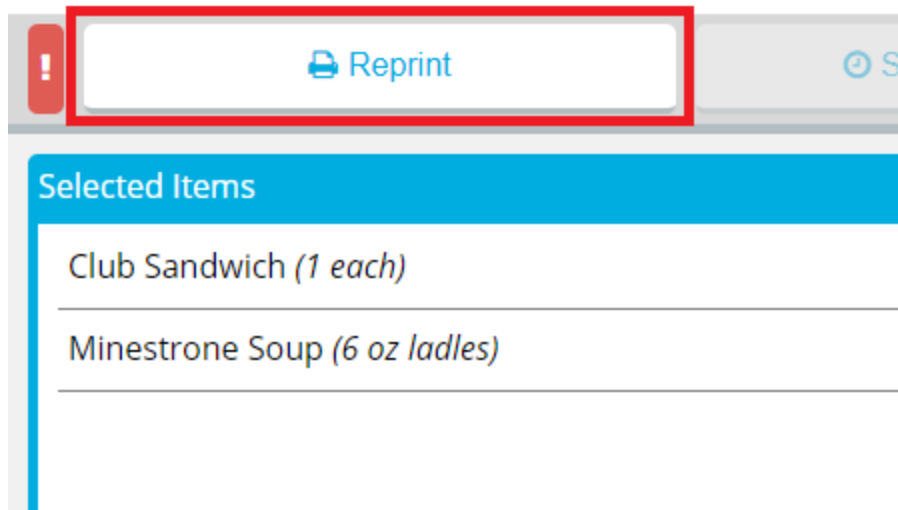
If a ticket has not yet been printed for the meal, it will be printed immediately.

- b. If a ticket has already been printed for the meal, the **Reprint Ticket** dialog appears. Continue as follows:
 - i. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.
 - ii. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
 - iii. Click **Reprint**.



To reprint a ticket

- a. Above the **Selected Items** list, click **Reprint**. The **Reprint Ticket** dialog appears.



- b. In the **Reprint Reason** box, enter a reason for why the ticket was reprinted.

- c. If you do not want the reprint to be recorded in tray count reports, click to clear **Record Reprint for Tray Count Reporting**.
- d. Click **Reprint**.

Reprint Ticket


Reprint Reason:

Reprint

Record Reprint for Tray Count Reporting

Cancel

Reprint

 **Note:** You cannot schedule a guest meal at a later time by itself. A guest meal will use the scheduled delivery time set for the patron's meal.

Likes, Dislikes, and Allergies (LDAs)


LDAs are special flags that can be applied to any recipes to denote food that a patron likes, dislikes, or is allergic to. You can set up patron LDAs in either Hospitality Suite or Bedside Connect / Room Service Connect.

 **Note:** You can only set up potential LDAs for a recipe in Hospitality Suite.

Managing Patron Likes



You can add or remove the patron's Likes directly from Bedside Connect / Room Service Connect. Likes are the recipes that the patron prefers and can have a positive effect on the patron's satisfaction at your facility.

To manage assigned Likes for a patron:

1. On the patron record, in the top-right corner, click . A list of the patron's current Likes appears.





Note: The number in the corner of the icon indicates the number of Likes the patron currently has.


2. Click  **edit**. The **LDA's** dialog appears.
3. If you want to search for a particular LDAs in the current selected tab, continue as follows:
 - a. In the **Enter a Search Term** box, enter the LDA for which you want to search.
 - b. Click . You can also press **Enter**.
4. To add a food type/category as a Like:
 - a. Click the **FOOD TYPE** tab.
 - b. Select the food type or category you want to add as a Like.





Note: If you select a category (first or second-level), all the levels nested under that category will also added.

- c. Click .
5. To add a specific recipe as a Like:
 - a. Click the **RECIPE** tab.
 - b. Select the recipe you want to add as a Like.
 - c. Click .




Note: Any recipes selected as a Like will appear in the **Likes** list with an  icon.

6. To remove a selected Like:
 - a. In the **Likes** list, select the food type/category or recipe you want to remove.
 - b. Click .
 - c. If you want to remove all selections, click .
7. Click **Save**.

Managing Patron Dislikes



You can add or remove the patron's Dislikes directly from Bedside Connect / Room Service Connect. Dislikes are the recipes that the patron indicates they do not enjoy and, if served to the patron, can have a negative effect on the patron's satisfaction at your facility.

To manage assigned Dislikes for a patron:

1. On the patron record, in the top-right corner, click . A list of the patron's current Dislikes appears.




Note: The number in the corner of the icon indicates the number of Dislikes the patron currently has.

2. Click . The **LDA's** dialog appears.
3. If you want to search for a particular LDAs in the current selected tab, continue as follows:
 - a. In the **Enter a Search Term** box, enter the LDA for which you want to search.
 - b. Click . You can also press **Enter**.
4. To add a food type/category as a Dislike:
 - a. Click the **FOOD TYPE** tab.
 - b. Select the food type or category you want to add as a Dislike.






Note: If you select a category (first or second-level), all the levels nested under that category will also added.

- c. Click .

5. To add a specific recipe as a Dislike:
 - a. Click the **RECIPE** tab.
 - b. Select the recipe you want to add as a Dislike.
 - c. Click .



Note: Any recipes selected as a Dislike will appear in the **Dislikes** list with an  icon.


6. To remove a selected Dislike:
 - a. In the **Dislikes** list, select the food type/category or recipe you want to remove.
 - b. Click .
 - c. If you want to remove all selections, click .

7. Click **Save**.

Managing Patron Allergies



You can add or remove food that the patron is allergic to directly from Bedside Connect / Room Service Connect. For safety reasons, any menu items that contain an allergen assigned to the patron cannot be ordered for that patron.

To manage assigned Allergies for a patron:

1. On the patron record, in the top-right corner, click . A list of the patron's current Allergies appears.



Note: The number in the corner of the icon indicates the number of Allergies the patron currently has assigned.

2. Click . The **LDA's** dialog appears.
3. If you want to search for a particular LDAs in the current selected tab, continue as follows:
 - a. In the **Enter a Search Term** box, enter the LDA for which you want to search.
 - b. Click . You can also press **Enter**.

4. To add a food type/category as an allergy:

- a. Click the **FOOD TYPE** tab.
- b. Select the food type or category you want to add as an allergy.



Note: If you select a category (first or second-level), all the levels nested under that category will also added.


- c. Click .

5. To add a specific recipe as an allergy:

- a. Click the **RECIPE** tab.
- b. Select the recipe you want to add as an allergy.

- c. Click .




Note: Any recipes selected as an allergy will appear in the **Allergies** list with an  icon.

6. To remove a selected allergy:

- a. In the **Allergy** list, select the food type/category or recipe you want to remove.

- b. Click .

- c. If you want to remove all selections, click .

7. Click **Save**.

4 FAQ

This page contains the most commonly asked questions for Bedside Connect and Room Service Connect.

Application Overview

Why can't I access the application settings?

Access to the Settings page is found in the Saved Searches screen. Select the Settings button at the top of the screen. The options in Settings affect BSC/RSC globally, so access is limited to system administrators. If you wish to change something that requires access to the Settings page, please contact a system administrator.

How do I filter the Full Patron List to only show those who still need to order a meal?

Select the Filter By... button on the top right of your screen in the Full Patron List. Select ORDER STATUS and choose Not Ordered. Ordered shows all the patrons who have made their selections, and All will display all patrons, regardless of their order status.

I see selections for a patron, but there is no checkmark icon for that meal on the Full Patron List. Why is that?

If SmartSubstitutions was run and house selections are made, the Order Status will appear with a plus sign (+). Only selections made by a user appear with a checkmark.

Why am I not seeing newly added rooms in Bedside Connect / Room Service Connect when I select the Saved Search for the floor/unit?

If new rooms have been added in Hospitality Suite, these rooms will also need to be added to all associated Room Location selection sets. Once this is done, the new rooms will appear in Bedside / Room Service Connect.

Meals and Trays

How come I don't see a particular publishing group when I'm in Patron Meal Selection?

The publishing groups that you see in the Patron Meal Selection, Additional Trays, and Guest Tray selection are controlled in Settings. Access Settings from Saved Searches, and expand the drop-down menu under Publishing Groups to Display on Menu Page. Select which publishing groups you wish to see, and save your changes. For more information, see Settings.

How do I edit a patron's meal selections after the ticket has been printed?

For Room Service customers: Once a kitchen ticket has been printed, all aspects of the meal become read-only. Information such as existing recipes, portions, comments, etc. are visible, but cannot be changed. The only functionality that remains active is the Reprint button.

For non-Room Service customers: Printing an initial (primary) tray ticket in Hospitality Suite does not disable any functionality. Starting over, edits to existing recipes, changing portions and quantities, request items, and related functions are still available. However, once an additional tray is added, no further changes can be made to the initial tray, and no changes are allowed for additional trays after they are printed. The only functionality that remains active is the ability to reprint the ticket.

Why would I want to lock a menu item?

When you select an item in the patron meal selection screen or the Selected Items list, you have an option, Lock Item. If you select this, the item will not be removed when SmartSubs is run. See SmartSubstitutions in the Hospitality Suite Help Manual for more information on SmartSubs.

Once a guest tray is printed, can I edit it?

Guest trays cannot be edited once they are printed. If more items need to be added to the printed guest tray, additional guest trays will need to be created. On the Guest Tray dialog, select Add New to create more guest trays.

Why am I only seeing a limited number of items and publishing groups instead of the complete patron menu?

Once a patron meal ticket has been printed, only the items selected and their corresponding publishing groups will display for the patient menu.

I added a new recipe to a menu in Hospitality Suite, but it does not appear on the patron menu. Why is that?

The recipe may be blocked from appearing based on two global settings that control which recipes appear for menu selection. Verify that the publishing group assigned to the new recipe is selected to appear. This setting is found in the Global Settings, accessible from the Saved Searches screen. Also confirm within those same settings by which name, Recipe Name or Menu Item Name, the recipes are set up to be displayed.

Why is the Delivery Time option not available on the patron's current meal, but is available for a later meal?

There are several factors that might be at play. The Delivery Time option will not appear if the meal is nearly over or already over based on the Meal table, Lead Time, and Print Interval as set in

Hospitality Suite. If the patron tray ticket needs to be printed, and they cannot simply skip the meal, the ticket must be printed manually.

Why can't I schedule a delivery time for a guest tray? The button is unavailable.

If the patron's diet is NPO, the ticket must be printed from the Guest Tray screen. The delivery button is only activated if a patient has a PO diet order and once menu selections have been made.

Why can't I find a particular recipe when I search Request Items?

Only recipes that are not already on the patron's current menu will be found using Request Items.

Alternatively, you can search within the menu publishing groups to find the recipe.

When I select Next Patron, why does the meal change to Breakfast instead of the current meal?

The Meal defaults to the first meal available as set under Meal Options for each new patron selected.

In the example give, Breakfast set as the first meal of the day.

Why are recipe names in Bedside Connect / Room Service different from the names in Hospitality Suite?

In Bedside / Room Service Connect, the recipe name is displayed based on the chosen Global Settings option of Recipe Name or Menu Item Name. In Hospitality Suite, the Menu item name information is pulled from the Publishing tab under Recipes.

Why are publishing groups in the patron record not appearing in the same order as in Hospitality Suite?

The Publishing Group table as set up in Hospitality Suite is displayed in alphabetical order. The publishing groups appear in Bedside / Room Service Connect as they are set in the Global Settings. In the Global Settings, you are able to set which publishing groups appear and which don't, as well as the order they are displayed in. Access to the Global Settings is restricted to administrators only.

Nutrients

How do I change the nutrients that appear in recipe or menu analysis?

The nutrients that appear in the recipe and menu analysis are controlled in Settings. Access Settings from Saved Searches, and expand the drop-down menu under Nutrients to Display for Recipe/Menu Analysis. Select which nutrients in the Available column you wish to include in the Selections column, and save your changes. For more information, see Settings.

Technical

How can I tell which version of Bedside Connect / Room Service Connect I am using?

In all versions of Bedside / Room Service Connect versions 2.3 and higher, the version number you are using is found on the bottom of the page.

What does the Application Misconfiguration Exception error mean?

If you encounter this error, it means that the server is attempting to access a valid company (schema) that has been configured incorrectly and does not exist on the appsettings.json file