



ROOM SERVICE CONNECT

Healthcare systems using call centers to take room service orders are constantly refining their processes to efficiently manage meal ordering. Let us be part of that process with **Room Service Connect!**

Computrition sought to develop a powerful solution using a platform already familiar to users: their computers' web browsers. This allows your staff to efficiently take the meal orders from the convenience of their desktops, laptops, or tablets available at your hospital. On top of that, if you are managing a multi-site operation, Room Service Connect will provide you the tools you need to easily take orders in a centralized call center by switching from one hospital to the other within seconds. Now *that's* streamlining!

**OPTIMIZED FOR CENTRALIZED
CALL CENTERS!**

FEATURES

Engineered

with functionality specific for a room service call center

Conveniently take orders

from any patient within any hospital at any time!

Gather selections

from the same groups of patients (e.g. those on specific rooms and floors)

Fulfill guest tray orders

and increase revenue

Save patient lists

for your staff to quickly access and use again for meal entry

Determine missing meals

from patients who haven't yet ordered so that your staff can take their selections

View the patient's tray delivery status

using **Operations Connect**, available with **Tray InMotion Elite**

Update and display

meal nutrient content as choices are made

BENEFITS



Simplifies the process of taking patient orders for a single hospital or multi-site operation



Identifies patient likes, dislikes, allergies, and restrictions (LDARs)



Ensures that all room service-eligible patients' orders are taken



Displays nutrient content as menu items are added



Does not require any additional hardware in the call center



Satisfies patients and employees with streamlined efficiency



A key component of our **call center optimization** most certainly has been Room Service Connect; it's been really great to be able to toggle between facilities, have all the information on one screen.

-HCA West Florida Division

