

# Augusta University Medical Center presents ...



# “Expressly for You” (EFY) Make It Your Own

- A bedside menu is provided for the patient to review
- An ambassador comes to the patient room to take meal orders
- Meal orders are delivered by nursing unit for distribution
- HealthTouch® automated technology filters orders
- Increased patient satisfaction



# Expressly For You Features

- Pre-printed menus are placed at the bedside so patients can be prepared to give their meal orders to the ambassador when they arrive
- Each patient's ambassador describes their menu choices and takes the patient's orders at the bedside
- The same ambassador delivers the meals
- Every ambassador has direct and personal contact with each patient multiple times a day



# Expressly For You Features

- A rapport is established between nursing, patients and the ambassador
- The dining order is taken close to the time of meal service, resulting in a higher level of patient satisfaction with reduced food waste
- A state-of-the-art computer application accurately tracks and validates patient meal progress from order, preparation, assembly and beside delivery



# Expressly For You Benefits

- A single point of contact between ambassador and the patient
- Ambassadors become a part of the team on the unit and patients look forward to seeing them each day
- Ensures all meals are in compliance with the diet order, as prescribed by the physician
- Patient information reports are available for dietitian review and consulting
- Wellness menu items are built into the regular menu

# Expressly For You Success

- Staff labor appropriate for patient demand
- Food and menu choices appropriate for geographic area
- Automated technology for menu ordering and tray tracking
- An organizational passion for customer service



# Expressly For You Results

- Increased patient satisfaction with meal service
- Cost reduction through food cost savings
- Reduced workload for nursing staff
- Enhanced level of foodservice for patients

