Let's Eat!

UWHealth

The Let's Eat feature in MyChart Bedside allows you (the patient) to place your meal orders with the tablet.

A few important notes about ordering your meals with MyChart Bedside

- Currently, this is only available for certain diet types. MyChart Bedside will direct you to call Patient Dining/Room Service at 265-0202 to place your meal order if needed
- This feature is not available for Guest Trays or Breastfeeding Mom trays
- You can only order once per meal time (Breakfast, Lunch, and Dinner)
- You can't change the quantity of items ordered, but you can order the same item multiple times
- If all ordered items won't fit on one tray, some items may be removed
- Remember to order condiments and beverages
- If you have any questions, please call Patient Dining/Room Service at 265-0202 or contact your nurse.

To Place an Order

1. Tap on **Let's Eat!**
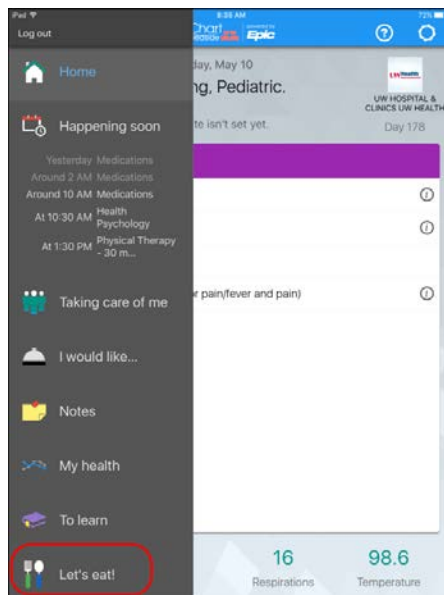
2. You will see menus for each of your meals. Scroll to see all meals and tap on categories within the meal you want to order (Breakfast, Lunch, or Dinner).
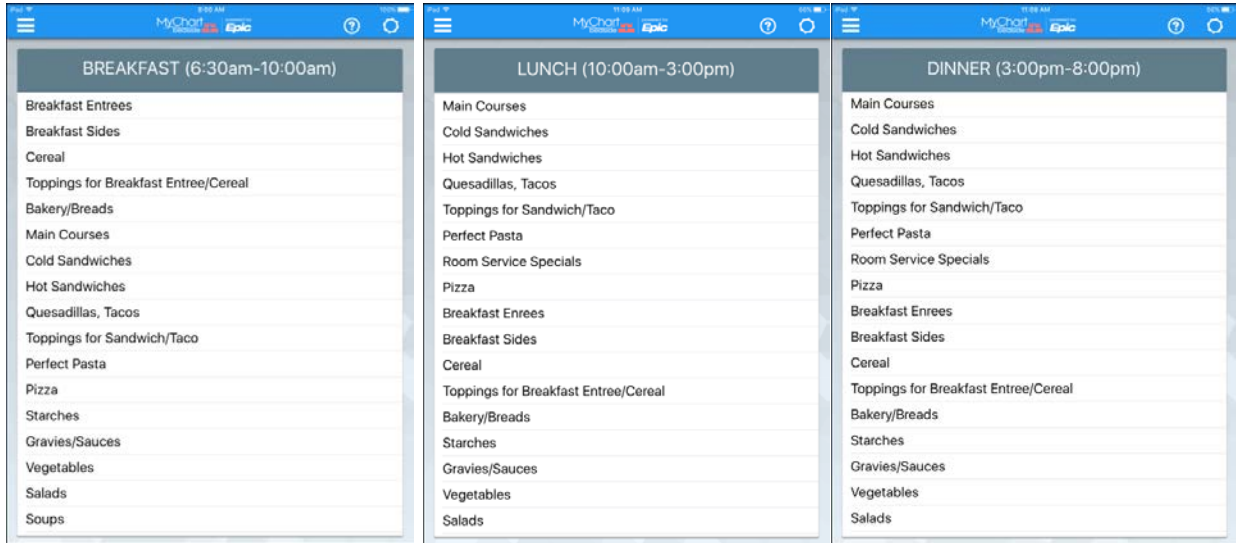
3. As you select items within a category, the nutrition information will be displayed. Once you have all items selected for this category (Breakfast Entrees), click the **Add to Tray** button in the lower-right.

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Note	At the top of each category, it will display how many items can be selected in each category.
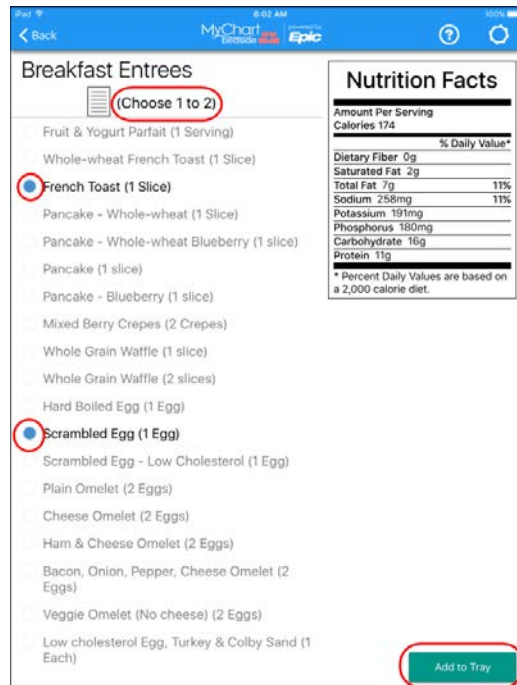
4. Once you have all items selected, click the **Add to Tray** button in the lower-right. This will take you back to all the categories to choose additional items such as fruit, condiments, etc.

	Note	If you view the category and you don't find anything you want in that category, tap the **Back** in the upper left.
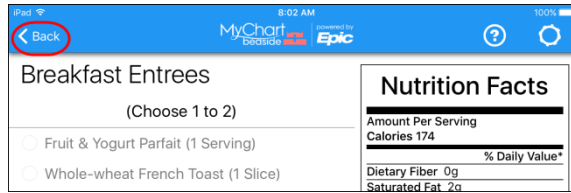
5. To order additional quantities of the same item (for example 2 ketchup packets), you will need to add that item to your tray multiple times.

6. To complete your order, tap the **View My Tray** button:
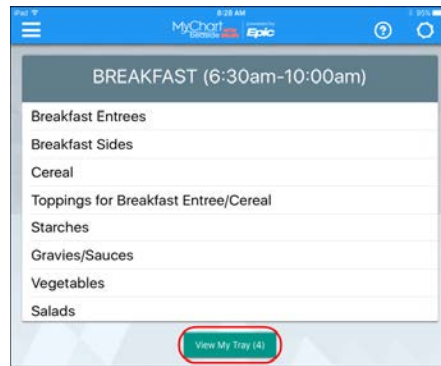
7. Your selected items will appear on the left. On the right, you will be able to view the total nutrition values from your selected menu items.
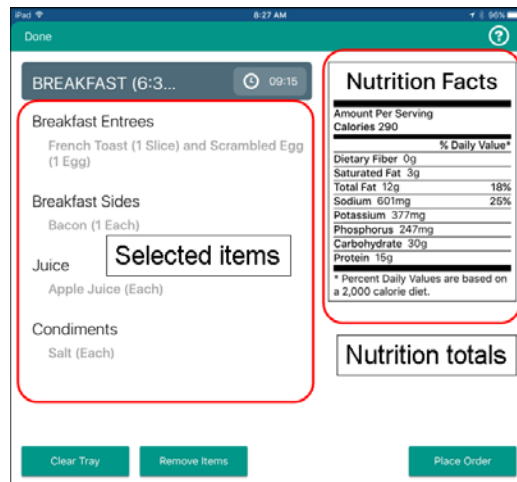
|	Caution	If you want change your category such as Main Courses, scroll down to the *Edit a Category* section.
		If you want to remove items such as Desserts, scroll down to the *Remove an Item* section.

8. Select the time you would like your meal delivered by tapping on the **Clock** button near the top of the screen. Tap on the time you want it to be delivered.

   o Breakfast is available from 6:30 AM – 10:00 AM

   o Lunch is available from 10:00 AM – 3:00 PM

   o Dinner is available from 3:00 PM – 7:00 PM

	Note	The earliest delivery time available is 45 minutes from the current time, and will be selected by default.

9. If you see a message that the delivery time has passed, you can still place your order if it is before the end of the meal time (10:00 AM for Breakfast, 3:00 PM for Lunch, 7:00 PM for Dinner) and it will be delivered within 45 minutes.
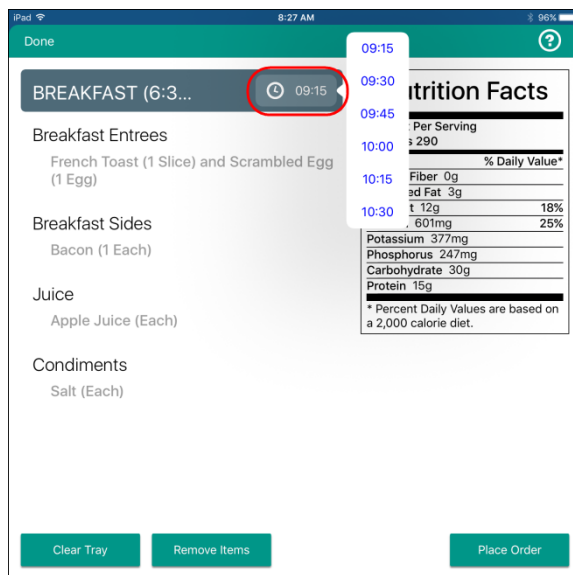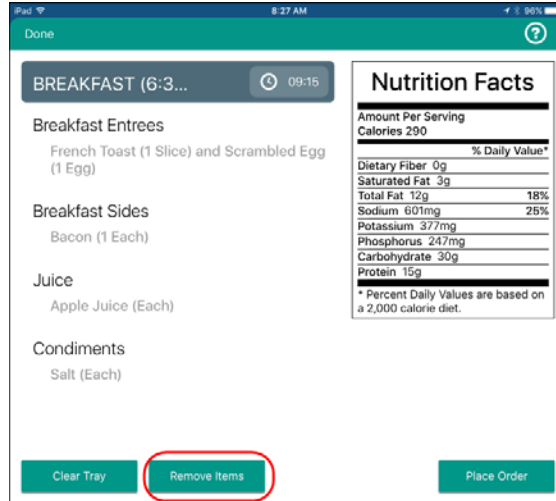

Edit a Category

1. From the View My Tray, just tap on the category you would like to change, for example Breakfast Entrees.

2. Tap on the item you would like to change, this will deselect your selection.
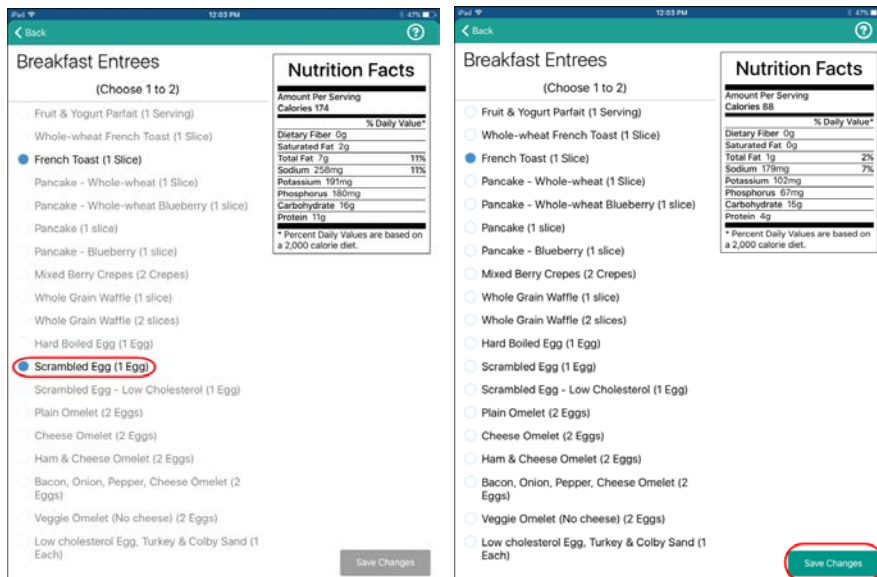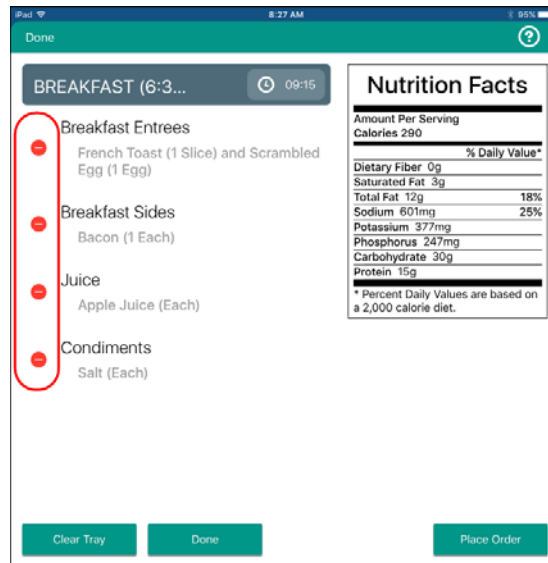
3. Choose a new item by tapping on it if desired.

4. Tap the **Save Changes** button in lower right.
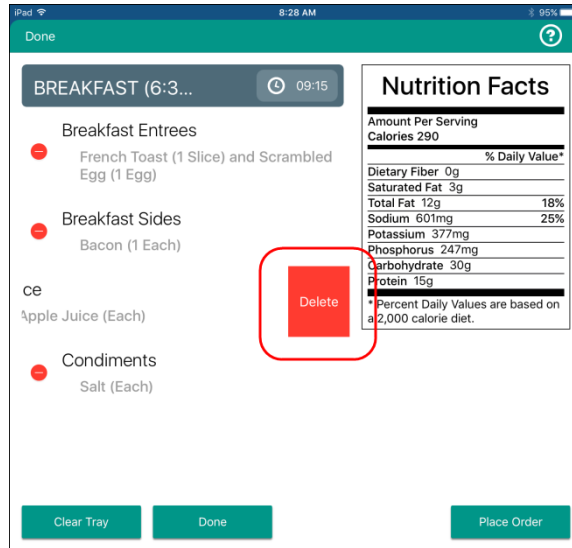
Remove an Item

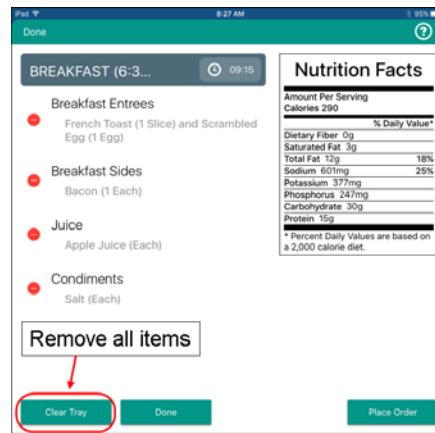1. From the View My Tray, just tap on the **Remove Items** button.

2. Tap the red circle next to the item you wish to remove.

3. After the item, a **Delete** button will appear. Tap **Delete**.
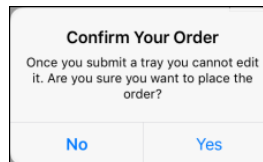

⚠️ | **Important** | To remove all items from your tray, tap the **Clear Tray** button on the bottom left of the screen.

Send your Order
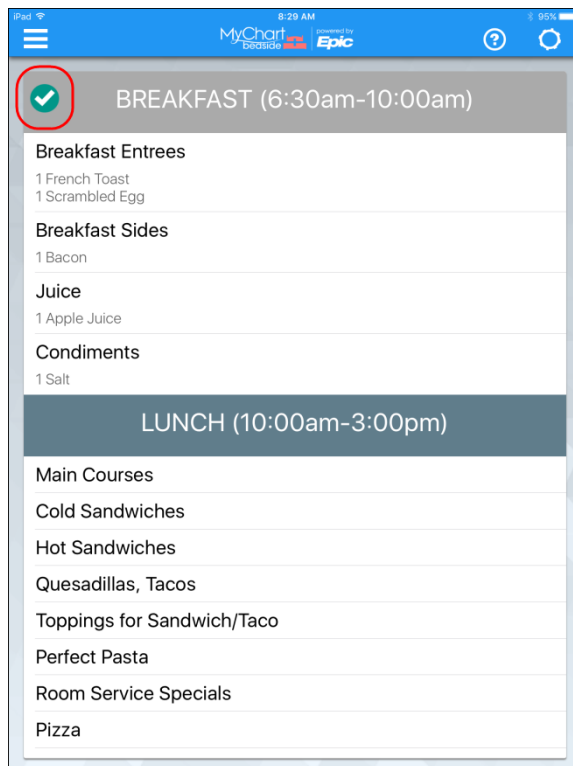
1. Finally, tap the [Place Order] button in lower right corner.

2. It will ask you to confirm your order, tap **Yes** to send your order.

3. Once your order is submitted, you can see it on the main menu screen and noted by the green check. You will not be able to change your order once it is submitted. Call 265-0202 to make changes.

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Frequently Asked Questions:

Here are some common questions and messages you may see with the Let's Eat feature.

1. **Q: Can I order a guest tray or breastfeeding mom tray this way?**

   A: No, this feature is only available for the patient's meal. Please call Patient Dining/Room Service to order a guest tray.

2. **Q: I'm receiving a message that says I'm over my target goal. What does this mean?**
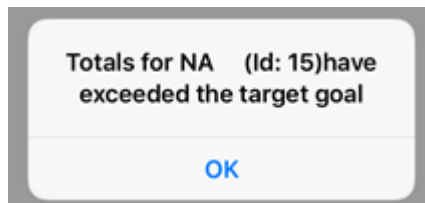

   A: If you receive a message like this it means that while you were placing your meal order, your physician changed your diet order to something more restrictive. You will need to call 265-0202 and they will be able to help you place your order.

3. **Q: I've added items to my tray, but I'm seeing a message that the Delivery Time has Passed. What do I do?**

   A: If it is still before the end of that meal time (10:00 AM for Breakfast, 3:00 PM for Lunch, 7:00 PM for Dinner), you can still place your order. It will be delivered within 45 minutes.

4. **Q: I've tapped Place Order but I'm getting a message that my meal is passed the delivery time. What do I do?**
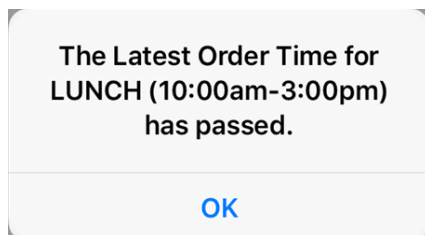
   A: This means that it is passed the end of that meal time (10:00 AM for Breakfast, 3:00 PM for Lunch, 8:00 PM for Dinner). You should clear your tray and select items from the next meal instead. For example, if you were ordering Breakfast and you get a message that the order time has passed, clear your tray and select items from the Lunch menu instead. All menu items are available for all meals.

5. **Q: How do I order more than 1 of the same item, for example 2 ketchup packets?**

   A: You will need to add the same item to your tray multiple times. Select the item you would like and then tap 'Add to Tray'. Then select that item again and 'Add to Tray' again.

6. **Q: I've tapped Place Order but I'm getting a message that says an item exceeds limit for service course. What does this mean?**

A: Certain courses within a meal (for example Main Courses) are limited to only one selection. If you add more than one item from this course you will receive this message. You will need to remove the additional items from your tray and tap 'Place Order' again.

7. **Q: The delivery times in the list are all military time. Why is that?**

A: We currently can only show the delivery times in military time. Below is a chart that shows those times in AM/PM format:

Military Time	AM/PM Time
13:00	1:00 PM
14:00	2:00 PM
15:00	3:00 PM
16:00	4:00 PM
17:00	5:00 PM
18:00	6:00 PM
19:00	7:00 PM

8. **Q: I'm having some issue with placing my order. What should I do?**

A: You can call Patient Dining/Room Service at 265-0202 if you have questions or to place your order, or you can contact your nurse for assistance.