delegate

REVOLUTIONIZE FOODSERVICE
WITH OUR INNOVATIVE PLATFORM

PATIENTS SERVICE

MANAGE YOUR WHOLE FOODSERVICE PROCESSES FROM THE SUPPLIER TO YOUR PATIENT, RESIDENT OR GUEST.
SAFE. EFFICIENT. TASTY.

Do you deliver hundreds, thousands or tens of thousands of meals a day to patients, residents or guests? Then you found the right software solution to support all your Foodservice processes.

Delegate Patients Service not only provides you with various options on how meals can be ordered and automatically ensures diet compliance, takes care of allergies and considers likes and dislikes. It also organizes your production, tracks your inventory and manages your supply chain with electronic catalogs, orders, receipts and invoices.

But that alone is not enough for a highly efficient foodservice solution. That's why Delegate Patients Service fully integrates with your existing system architecture - both front-of-house and back-office, with POS systems, digital signage solutions, accounting systems and much more.

Moreover, it seamlessly integrates with HL7 standards, enabling effortless integration with one or multiple Electronic Medical Record (EMR) systems. Patient or resident data can flow seamlessly from these systems into our platform. Additionally, our system not only facilitates intake tracking but also allows for data to be sent back to your EMR when required.

Areas of Application

Hospitals and Hospital Systems
For hospitals with one or more locations, our Patients Service product provides centralized management and supports all operational processes in the areas of menu ordering, room service, meal delivery logistics, purchasing and warehouse management, as well as production (including tray cards and container labeling).

Long-Term Care Facilities and Aged Care Facilities
Our Patient Services product extends its centralized management capabilities to long-term care facilities and aged care facilities, whether single-site or multi-location. It offers comprehensive support for all your operational processes, as previously mentioned.

Scope of Functions

Patient and Resident Administration

We offer the following modules for managing and checking patient / resident data:

- Patient Administration
- Food Intake Tracking
- Diet Assessment
- Guest Type
- Care Class

Meal Ordering

Meals and goods (as required by Service Unit) can be ordered in several ways. Orders can be placed directly via our application by using the following ordering options:

- Patient Meal Ordering (Centralized)
- Patient Meal Ordering (by Department)
- Cost Center based Orders
- Service Unit based Orders
- Room Service (see Opposite Page)
- Floor Stock Ordering
- Meals on Wheels

Daily Reports

We provide numerous reports for tracking and controlling production and delivery processes on a day to day basis for your individual sites:

- Kitchen List / Production List
- Service Unit List
- Delivery Tour
- Menu Plan
- Tray Cards
- Container Labels
- Statistics

Purchasing

We offer an array of modules for monitoring all purchasing processes. The individual functions interconnect perfectly and guarantee end-to-end information flow:

- Purchase Items (Vendor Items)
- Purchasing
- Receiving of Goods
- Invoice Control

- Purchasing Forecast / Suggested Orders
- B2B

Master Data Administration

The following modules enable you to manage all master data used for purchasing, stock management, production and menu ordering:

- Item Structure and Item Management
- Vendor Setup
- Cost Center and Store Setup
- Nutrient Information
- Diets
- Allergies
- Likes / Dislikes
- Medication
- Diet Profiles
- Set Menus
- Preparation Methods

Stock Management

The functions in this module give you a perfect overview of all stocks and provide up-to-date information on incoming and outgoing goods:

- Issue Requests
- Transfers
- Stock on Hand
- Inventories

Production

The following functions support planning, calculating and managing your production processes and pricing your products:

- Recipes
- Menu Planning
- Requirement Planning
- Production Planning
- Production Forecast
- Central Production (incl. Cook & Chill)
- Pre- and Post-Calculation
- Menu Plan Print and Export
- CO_2 Footprint
- Label Print for pre-packed Food
- Digital Signage Integration

Sales

This module supports product and sales price planning, transfer of these data into your POS systems as well as editing and billing internal and external catering orders:

- Product and Sales Price Management
- Managing Automated Processes
- Ordering

System Administration

Use the following administration and configuration options to perfectly match your requirements:

- User / Role Management
- Managing Automated Processes
- Managing Configurations and Settings
- Updating

Controlling

There are multiple options for controlling and KPI analysis that allow you to manage and evaluate your processes:

- Purchase / Average Prices itemized by Cost Center
- Analyses for all Operations
- Compare planned and actual Costs
- Budget Planning
- System Reports
- Customer Reports
- Financial Periods Closing

Local Patient Data

If patient data must not be accessible for any party other than your hospital, we provide the possibility to save such sensitive data locally at the individual sites. This special management function enables you to work on a centralized database for all departments while locally restricting access to patient data. This gives you the advantage of using a centralized menu ordering system while complying with the data protection requirements of the individual sites.

Integration into your System Landscape

HL7 Interface

The HL7 Interface connects Delegate Patients Service with your hospital information system and can be configured according to your requirements. All patient data relevant for menu ordering (such as patient master data, admission date, transfer / discharge and assigned diets) can be transferred via this interface.

Accounting

Integration of accounting systems such as SAP, DATEV and others for transferring credit and debit notes, stock and inventory information, cost of sales and master data.

POS Systems

Integration of different POS systems such as Ventopay, TCPOS, Matrix, CashControl, Vivonet (Infor) and Revel for managing sales items and importing POS turnover figures.

Catering Systems

Integration of catering applications such as BankettProfi in order to manage products and handle orders.

B2B Interface

Integration of vendors for transferring item catalogs, orders, delivery notes, invoices and credit notes.

Menu Plan Print Systems

All menu plan relevant data is available via an automated export interface and can be used by third party labelling systems to display menu plan information in apps, on the intranet, as printout or on info screens.

Additional Products

Conference & Events

Revolutionize your company's approach to managing offerings for conferences, events, and delivery services with our state-of-the-art intranet ordering tool.

- Simplified Activation and Management of Purchasers
- Effortless Offer Publication
- Efficient Order Creation and Management of the Orders
- Seamless Integration with Delegate Food Service's Order Processing System
- Infuse your Corporate Identity with User Interface Customization via CSS

Mobile Solution / Logistics

For Android, iOS

To streamline the execution of various operational processes at the very point of action, we offer the option to record them using a mobile device. This allows for the seamless capture of relevant data, which can be processed offline on the device, independent of a database connection. Once data entry is complete, it automatically synchronizes with the application, enabling you to efficiently handle orders, record goods receipts, manage transfers, and conduct inventories.

Mobile Solution / Healthcare

For Android, iOS

Simplify the process of taking menu orders from patients or residents with our Patient Meal Ordering in Mobile Solution. This user-friendly application operates seamlessly on mobile devices, eliminating the need for an online connection to the database while placing orders. Data synchronization occurs before and after order capture, ensuring accuracy and efficiency. Additionally, this versatile tool can be used for cost center orders, floor stock ordering, and intake tracking, simplifying your workflow.

Mobile Meal Ordering

For smartphones, tablets and bedside terminals

Allowing the patient to log in on their own device with unique user ID and PIN or, in the case of a bedside entertainment terminal, accesses their orders directly. Once accessed, the patient orders from the menu on offer which is compliant with their assigned diet, allergy along with their Likes and Dislikes. Mobile Meal

Ordering is connected online with Delegate Patients Service and the orders are available in real time for the production process. Malnutrition scoring, intake tracking and surveys are also available to the patient. This web-based application can be accessed from any mobile device (smartphone, tablet) as well as bedside entertainment terminals.

Room Service

Experience the convenience of our room service module, where patients enjoy the flexibility of placing meal orders at their convenience. You have complete control over which patients and meal times are eligible for room service. Furthermore, you can customize delivery times and specify the number of orders for each time slot. This precision ensures that only available delivery times are visible in the Room Service module, simplifying order processing.

Room service orders can be placed through a call center, where patients can order by phone, or via our Mobile Meal Ordering platform, allowing patients to enter their orders themselves.

Based on your predefined delivery times and the assignment of individual menu components to preparation areas, orders are consolidated and printed in the appropriate kitchen areas using a receipt printer. Alternatively, an electronic kitchen display system can be utilized instead of traditional printers.

An expeditor ticket, containing all the order information, forms the foundation for the seamless tracking of production through delivery to the patient. To monitor every stage of the delivery process, we offer various meal delivery logistic modules that document the journey of food from the kitchen to the patient and provide valuable insights through comprehensive evaluations.

**More
Information**

Delegate Group

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