Delegate Patients Service is the menu ordering and management system especially designed for catering in the Healthcare area. Delegate developed the Patients Service system with our customers in mind and our longstanding experience in catering into a modern, easy-to-use and ergonomic software application. The Delegate Patients Service system is a suite of standard software and therefore guarantees a high quality and up to date security. An extensive User- and Roles concept along with the configurability of many functions enables our customers to fulfil their individual needs. The Delegate Patients Service user interface utilizes current Windows technology and is intuitive to use.

This web-based solution can be hosted and managed centrally, which leads to simply usage and minimal technology infrastructure for the company. With central hosting, updates in large organizations are easy and quick to perform, because there are no local components to install.

### Delegate Patients Service – Areas of application

#### Hospitals and Enterprise Hospital Organizations
Hospitals with one or several locations allows for the central management and operational implementation of all processes in the areas of Purchasing, Stock Management, Food Production and Meal Ordering, Room Service and distribution logistics by Tray Cards and Container Labeling.

#### Retirement Homes and Retirement Home Associations
Retirement Homes with one or several locations allows for the central management and operational implementation of all processes in the areas of Purchasing, Stock Management, Production, Menu Order, Room Service and distribution logistics by Tray Cards and Container Labeling.
Delegate Patients Service –
Full range of features

Patients and Residents Maintenance
For management and verifying of Patients and Residents information the following modules are available:
- Patient Administration
- Patient Admission
- Dietary Rules Monitoring
- Participant Group
- Care Class

Meal Ordering
Meals and goods (Floor Stock (Pantry) Items) can be ordered in different ways. Directly in the application there are the following possibilities:
- Patient Meal Order (Central)
- Patient Meal Order (per Service Unit)
- Cost Center Request
- Room Service Meal Ordering
- Floor Stock Request
- Menu Scanning

Daily Reports
To facilitate and support various daily operational workflows, there are multiple reports and delivery documents available:
- Kitchen List/Production List/Rounding List
- Delivery Tour
- Scan Form
- Menu Plan
- Tray Cards/Container Labeling
- Statistics

Purchasing
Allows the Organization to establish all processes in Purchasing goods, different modules are available. The individual areas are perfectly matched to each other and ensure the correct flow of information:
- Order/Receiving
- Invoice Control
- Purchase Forecast

Master Data
All relevant Master Data for Purchasing, Stock Management, Production and Sales are managed in the following modules:
- Item Structure and Item Management
- Vendor and Purchasing Management
- Cost Center and Store Management
- Nutrients Management
- Allergens und Additive Management
- Diets/Allergens/Dislikes
- Medications
- Dietary Rules
- Preparation Methods

Stock Management
Here the functions provided allows the Organization to keep an overview of the Store and ensure they are up to date concerning incoming and outgoing goods:
- Internal Issue Requests
- Transfers
- Stock on Hand
- Inventory

Production
Allows Users to plan, calculate and control the production processes and to display the Organizations Offers, the following functions are available:
- Recipes / Menu Planning
- Demand Planning / Production Planning
- Pre- and Post-calculation
- Print-out and export of Menu Plans
Delegate Patients Service

Sales Management
The planning of your Sales Offers and prices as well as the products available in your “Point of Sale System” (POS System) is possible in Sales Management. The data here enables the management of end consumer information and the processing of external and internal catering requests and the related accounting requirements.
- Product- and Sales Price Maintenance (not implemented yet)
- Availability of Products in the Point of Sale Systems (POS Systems)
- Order Processing

System Maintenance
To adjust the Delegate Food Service system based on the Organizations individual requirements, the following Maintenance and Configuration modules are available:
- User and Roles Maintenance
- Maintenance of automated processes
- Maintenance of Configurations and Settings
- Performance of Application Updates

Controlling
To be able to control and check the Organizations processes based on ratios, various Controlling possibilities exist:
- Analysis options for all areas
- Comparison of set and actual values
- Budgeting
- System Reports/Customer Reports
- Close Financial Period

Local Patients Data
In cases where private Patient Data should not be stored outside the hospital sphere, we can store this data locally in the individual hospitals. This specific data management scenario enables, despite the restriction for the Patients Data, to work with a central database for all the other areas. So you can agree on the data protection standards of the individual hospitals and combine it with the advantages of a central menu ordering system.

Delegate Patients Service - Integration in your System Architecture

HL7 Interface
The HL7 interface is the connection of Delegate Patients Service to your hospital information system (PAS) and can be configured based on your requirements. The relevant data for the Menu Order System like Master Data of the Patients, data of the admission, transfer or discharge and higher level Diets and Allergy requirements can be communicated via this interface. This interface is based on standard HL7 message protocols.

Financial Accounting
Interfacing to the Organizations accounting systems like SAP, DATEV and many more allows for handling creditor and debtor calculations, Store and Inventory Stock, Cost of Sales and Master Data. Without need to duplicate work.

Point of Sale System (POS System)
Interfacing to the Organizations Point of Sale Systems like TCPOS, CashControl, Ventopay and Matrix used for managing Sales Items and acquisition of Sales.

Catering System
Interfacing to the Organizations catering systems like BankettProfi used for managing Offers and acquisition of Sales.

B2B Interface
Electronic Interfacing to Vendors, big or small, used for direct transmission of Item Catalogs, Purchase Orders, Receipts, Invoices and Self-Billing.

Labeling System for Menu Planning
All relevant Menu Plan data is available in an automated export interface and can be used by external publication systems for publication of the Menu Plan Offerings on the Intranet, via apps, or for display on electronic menu boards.
Delegate Patients Service – Add on modules

Customer Self Ordering Module

This module allows the Patient, based on their Diet, Allergies and Dislikes to place their order on a Bedside Entertainment System (PES Unit). The module is connected online with Delegate Patients Service and the meal orders are immediately available in the food production process. The web based application can be embedded into Patient Entertainment Systems (PES).

Offline Meal Ordering Module

For Windows Tablets and Notebooks

To take a Menu Order directly for the Patient or Resident in any location, you can use our Offline Meal Ordering. This application runs on mobile devices and can be used both online and offline situations, because the data is continuously synchronized with the main application whenever a connection becomes available.

Offline Meal Ordering Module

For iPad

To take a Menu Order directly for the Patient or Resident in any location, you can use our Offline Meal Ordering. This application runs on mobile devices and can be used both online and offline situations, because the data is continuously synchronized with the main application whenever a connection becomes available.
Solutions for Room service

This module facilitates all the logistics surrounding Room Service style operations. Patient meal orders can be requested and scheduled for delivery at the desired delivery times which improves the overall patient satisfaction and minimizes food waste.

Order Possibilities

- **Room Service Ordering (Call Center)**
  Patients order via telephone. The dispatcher can see in the Room Service Ordering Module the individualized Patient Meal Offering and available Delivery Time for the specific location.

- **Customer Self Ordering**
  Using this method the Meals can be ordered in the Room Service mode directly by the Patient. They can see their Meal Offering, the available Delivery Times and submit the Order independently.

Kitchen Logistics

Based on the defined Delivery Times and the allocation of the individual components of the Menus to the Preparation Areas the Orders are summarized and printed out in the corresponding area of the Kitchen by bon printers for the next Delivery.

Tray Tracking

A Delivery Order with all information of the delivery is the base for a complete tracking of the Production up to the delivery to the Patient. This Delivery Order docket is provided with a bar code and is scanned through the different Production and Delivery steps with a hand scanner. Afterwards this data is synchronized with Delegate Patients Service and is available for data manipulation.