



***nutri***  ***care***  
healthcare catering specialists

# Wellness in every bite

Food is a vital part of our lives. Not only does nutrition sustain life, it's the bedrock of good care, comfort and recovery from illness.

*It's our goal to facilitate wellness through high quality nutritional care.*

Drawing on our significant catering experience, **Nutri-Care** has designed a series of menus and services that empower hospitals to provide an effective healthcare experience in a healing environment - for its patients and its members of staff.

## *Our Core Values are:*

*Customer focus  
Innovation  
Trust*

*Empowerment  
Financial responsibility*

## *As a Brand, we are:*

*Caring  
Compassionate  
Comforting  
Healing*

*Nutrition / nourishment  
Relaxing  
Re-energising  
One that promotes wellness*



# Components of Nutri-Care

1 - Patients - Personal Interactive Healing



*Set menu -  
a la carte dining  
on call, special diet,  
ward hostesses, smile  
ordering system,  
mobile beverage service*

2 - Staff - Harmony and Comfort



*High street  
staff dining  
facilities, relaxed  
atmosphere,  
comfortable seating,  
nutritious quality meals*

3 - Doctors - Quality, Fast and Convenient



*Exclusive relaxing  
dining, comfortable  
seating, buffet  
convenience,  
nutritionally  
balanced meals*

4 - Hospital Managers - True Business Partnership



*Wellness for bottom line,  
procurement capabilities  
+ operational systems =  
improved efficiencies,  
reduced costs,  
training  
programmes*

# 1- Nutri-care looks after your patients and your staff

## *Serving excellence to patients*

**Fact:** Good nutrition and hydration play a positive role in facilitating a patient's wellness experience.

**Remedy:** Nutri-Care's team of chefs and nutritional experts has designed patient menus customised to your hospital's requirements.

## *Nutri-Care's services mean your patients can:*

### **1.1 Dine out - in bed.**

#### ***In-suite services include:***

- **A special requirements menu:**  
Designed by an expert nutritionist this menu addresses specific dietary needs, including:
  - Vegetarian or vegan meals.
  - Child friendly dishes.
- **A set menu:**  
Patients can enjoy comforting breakfasts, lunches and suppers.
- **An à la carte menu:**  
Patients can order nutritious signature dishes.

**À La Carte Dining**  
*On Call*

**MEDICLINIC**  
EXPERTISE YOU CAN TRUST.

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Kaiser Hill and Park Plaza, Brisbane (Mediclinic Hill)  
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www.mediclinic.com.au

**MEDICLINIC**  
SANDTON

**À La Carte Dining**  
*On Call*

**Dear Guest**

Together with our choice of daily-changing menus, we've created an à la carte menu with a choice of culinary specialties. If our daily menu is not to your taste, you will be delighted to know that we have a delicious assortment of dishes from which you or your valued guest choose.

Your à la carte menu wishes and orders for yourself or your guests can be placed with the Med/Clinic room service employees between 12:00pm and 4:00pm daily, who are also happy to assist you should you have any dietary requirements.

**Call \$22 to place your order. We will be pleased to serve you the meals in your rooms at the following times:**

**Lunch** 11:30am until 12:45pm  
**Dinner** 6:45pm until 8:00pm

Orders included in this menu are charged according to the price list attached.

For guests, we make a reduction of R 30.00 per month (med. room) service guests that dine with you will be charged the full menu price.

Items other than the menu made are charged at the full menu price for both patients and visitors.

Our hospital room service employees are pleased to take your meal orders from 7:00am till 4:00pm. During the night prices are available to you, please, use the letter in charge to call a hospital room service employee for you.

Furthermore, our nutritional consultant will gladly assist you with any nutritional questions. Our catering service employees will be pleased to arrange an appointment should you so wish. In certain cases, billing for nutritional advisory services is possible through your basic health insurance if supported by doctor orders.

**MEDICLINIC**  
BESIDES YOU LIVE HEALTH.



**Starters**

**Cold Starters**

Mouthwatering Burek and Miniature Salad on a Bed of Greens  
Sautéed, marinated steak, parmesan, basil, olive oil and balsamic served with leafy greens and potato wedges **\$12**

Smoked Venison Carpaccio Salad  
Tender venison carpaccio, sautéed potato, sautéed shallots, served with organic orange and citrus served with a cold salad **\$16**

**Hot Starters**

Roasted Kinglet with Tagliatelle  
Roasted Kinglet with cherry tomatoes, basil and mozzarella served on a bed of tagliatelle **\$14**

Hot Cajun Chicken Salad  
Hot Cajun Chicken Salad served on a bed of roasted mixed greens, baby kale, sliced chicken, tomatoes, olive, baby carrots and parmesan cheese **\$12**

**Wholesome Soups**

Buñuelos soup served with a zucchini cheese slice **\$10**

LENS & POTATO SOUP served with zucchini cheese slice **\$10**

Chicken noodle broth with fresh herbs served with zucchini cheese slice **\$10**

**Main Courses**

Grilled Linefish  
Accompanied by seasonal vegetables and potato potatoes, served with a creamy tomato sauce **\$15**

Omelette Chicken  
Sautéed chicken, fresh mushrooms in a sweet sauce, golden and buttery green, served on a bed of roasted root vegetables topped with slices of sautéed beef tenderloin **\$19**

Macaronis of Beef Fillet  
Sautéed beef fillet with baked potatoes, a soft white sauce and some roasted vegetables **\$13**

Lamb Loaf Chops  
Sautéed lamb chops, golden, eggplant and herbs served with a potato salad, accompanied by seasonal vegetables and roasted potatoes **\$15**

Griddled Mediterranean Vegetable Plate  
Griddled aubergine, baby tomato and beef tomatoes, topped in leafy greens, served with baked potato and parmesan cheese **\$14**

**Desserts**

Six of Suflet  
Five pieces of delicious fruit tartlets, served with three fresh berries and cream **\$20**

Chocolate Brownie with Ice Cream  
Crispy chocolate brownie served with vanilla soft ice cream **\$10**

Fresh Fruit Puffler  
Served with ice cream and chocolate orange sauce **\$10**

**Beverages**

**Hot Beverages**  
Choice of Coffee, Herbal, Citrusade, Peppermint and Green Tea **\$9**

**Coffee**  
Filter **\$9**  
Espresso **\$11**  
Cappuccino **\$11**  
Cafe Latte **\$13**  
Hot chocolate **\$12**

**Cold beverages**  
Mineral water **\$7**  
Fruit Juice **\$9**  
Soda **\$9**  
Sparkling Juice **\$9**



## *1.2 Patients enjoy 5-star luxury service, at their bedside*

### ***Nutri-Care ward hostesses:***



*Ward hostess uniforms will be customized according to each hospital's corporate colours*

To bridge the gap between the kitchen and client, Nutri-Care ward hostesses have been trained to help patients make a menu selection and ensure that they receive the food they ordered at the right temperature and at the right time.

*It's all part of an interactive process that drives a positive patient experience.*

## *1.3 A patient ordering service, at their bedside*

### ***Nutri-Care smile service:***

For many patients, the trip from their bed to the hospital convenience shop is simply too far. The good news is that the Smile ordering system will allow the ward hostesses to do the running for them without any disturbance to the nursing staff.

### ***How it Works:***

Patients can discreetly order snacks, tea, coffee and juice from the Smile ordering system at any time, and within minutes enjoy their treats and beverages in the comfort of their bed.



### *1.3 A patient ordering service, at their bedside cont...*

#### **How it Works:**

- Simply press the smile button provided to call and your ward hostess will take your order.
- A seamless electronic ordering system means that the ward hostess knows exactly where to go to receive your order within minutes.
- Nurses will also be able to benefit from the services of the Nutri-Care Smile system too.
- One smile button placed at the nurses station allows nurses on duty to also call the ward hostess directly to place an order.

### *1.4. Luxury mobile beverage service, at their bedside*

#### **Nutri-Care mobile hot or cold beverage cart :**

Nutri-Care's mobile beverage carts offer a sleek and sophisticated mobile solution that can serve up luxury quality coffee, cappuccinos with real milk, tea or cool drinks - on demand.



And because the cart is battery engineered in such a way that it doesn't need a water hose or electricity, it's easy to maneuver and keeps out from under busy feet.

## 2- Caring for the caregivers

A hospital's care community is its most valuable asset. These treasured nurses and support staff deserve good nourishment and care.

***After all, happy staff members function at their best, which in turn benefits your clients - the patients.***

### 2.1 Restaurant design:

From the food to the furniture, Nutri-Care has designed a restaurant service that promotes a high street dining experience.



It's intended to be a haven in which the staff can escape from the daily realities of

their demanding jobs and refuel with nutritious quality meals (or the food they bring from home) in a relaxing environment. The décor theme includes calming artworks and the hospital culture is reflected via a series of vibrant staff photographs. It does wonders for team morale.

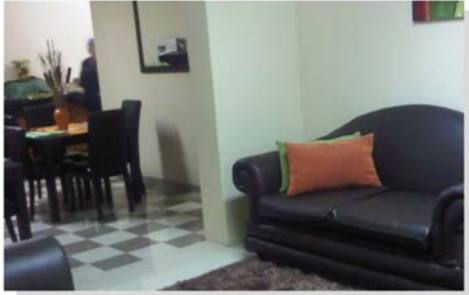
*This dynamic space can be also be used as a venue in which to hold staff meetings or conduct training sessions and educational programmes.*

### 2.2 Menu design:

Guided by a needs analysis programme, the Nutri-Care onsite catering team, together with the hospital team, has developed a varied menu that includes essential nutritious combinations for the day-to-day wellbeing of your staff members. These include hot sit down and dine meals, hot and cold 'grab-n-go' pre-made sandwiches and fresh salads, plus a range of delicious desserts, treats and beverages.



## 3- World-class care for world-class doctors



### *Doctors dining*

Doctors spend hours in the theatre and on their feet with very little time to enjoy a balanced meal in a relaxing environment. Nutri-Care offers a premium space in which these professionals can relax, rejuvenate and refuel.

## 4- Wellness for your bottom line

### ***It's a fact.***

Nutri-Care's procurement capabilities, operational systems and benchmark data improve efficiencies and reduce cost.

For the past 4 years, we have been gathering data from the many hospitals we run, affording us a highly detailed view of where money should be spent, or saved. This information can help hospitals identify

and reduce spend in areas that are excessive when seen in relation to other hospitals of a similar size, geographical area, patient demographic and nature of medical and surgical cases.

By redirecting cash flows away from non-essential zones, a Rand spent in the right place has the power to increase



## 4- Wellness for your bottom line *cont..*

the hospital feedback average without negatively impacting the overall perception of service received - and without costing a cent.

Nutri- Care also has generic data on the uptake of meals, doctor's feeding, staff feeding, patient extras, functions, sundry expenses, fixed fees, and more. This is powerful information that can help hospital managers flex their financial power and possibly even add

a percentage not reading too well.

Couple this wealth of financial information with Nutri-Care's significant investment into training programmes and you can expect excellent nutritional patient care, superior culinary expertise and a professional customer service role.

***The result: increased patient satisfaction and the freedom for your managers to focus on health care.***

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# **nutri** **care**

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Let's talk more about how you can facilitate wellness in your hospital through high quality nutritional care.



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