



Dining Services

Frequently Asked Questions Mayo Clinic Health System

WHEN IS THE KITCHEN OPEN?

Each location's kitchen hours, meal availability, and contact information are included on the Room Service menu located in your room. If you are unable to locate a menu, please ask your nurse to provide one.

HOW CAN I CHECK NUTRIENTS OF MENU ITEMS PRIOR TO PLACING AN ORDER?

Use a mobile phone, tablet, or laptop to scan the QR code located on the back of the printed Room Service menu. Search the guide for the food items you are interested in. Dining Services can also provide the information to you over the phone.

IS THERE A CHARGE FOR MEALS?

There is no charge to inpatients for meals, snacks, or beverages received from Dining Services.

HOW DO I PLACE A MEAL ORDER?

On the back page of the Room Service menu, there are instructions including contact information for the Patient Dining Call Center (PDCC). A nutrition operator

will assist with a selection of meal offerings aligned with the diet order assigned by your care team. They can answer any questions regarding options and will ensure beverages and condiments are selected with your order. You also have the option of ordering the next day's meals in advance.

WHAT IS INCLUDED WITH MY MEAL?

- 1 entree
- 2 sides
- 1 fruit/dessert
- 2 beverages
- Condiments of your choice

MAY MY GUESTS ORDER MEALS?

When placing your order, kindly state that you would like a meal(s) for your guest(s). Dining Services will take the order(s) and coordinate payment with your guests(s) of \$8.00 per meal.

WHEN WILL MY MEAL BE DELIVERED?

Dining Services will advise of the next available delivery time, or you may select a time for your meal to be delivered that is 60 minutes or more from the time you place the order.

HOW CAN I VIEW NUTRITION FACTS OF ITEMS ON MY TRAY?

Use a mobile phone, tablet, or laptop to scan the QR code located on tray ticket included with your meal.

WHO DO I CALL IF THERE IS AN ERROR OR OMISSION WITH MY MEAL?

Call Dining Services using the contact information included on the Room Service menu. If you are unable to locate a menu, please ask your nurse for assistance.