

Decatur Memorial Hospital, Decatur, IL



Decatur Memorial Hospital, Decatur, IL

New Room Service Program

Decatur Memorial Hospital is a 356-bed community hospital located on North Edwards Street in Decatur, Illinois, drawing patients from seven counties serving approximately 250,000 people. Recently the hospital foodservice dept. converted from an insulated tray meal system, to a contemporary Room Service program. The new Room Service system quickly increased their already favorable customer satisfaction scores with a Press Ganey rating in the top 5% of hospitals, nationwide.



Room Service laptop taken to the floors for personalized ordering

Dinex Technology

Decatur Hospital invited Dinex to recommend a coordinated selection of traytop products to enhance their new Room Service System. They reviewed the wide range of insulated mugs, bowls and entrée domes for the patient tray, along with decorator traycovers and napkins to create a complete, coordinated presentation.



Briene Stevens (Dietetic Intern from ISU, Arlene Dauer (Asst. Director of Food Service, Matt Oberheim (Director of Food Service), Christine Cutler (Clinical Dietitian)

The hospital ultimately chose the stylish Turnbury style for the patient tray and a new design traycover Rose Quartz. A special Rose Quartz napkin was created for the tray, in the Dinex Pocket-Fold style to hold the silverware in position on the tray. To highlight the new Room Service theme, the hospital decided on the reusable Menu Folders, and selected special decorator menu paper as an upscale alternative to paper menu forms.

Along with their new Dinex dome racks, specialty equipment is under consideration by the hospital, to complete the Room Service system



The stylish Turnbury® traytop by Dinex

New Tulip Cup

Dinex introduces the newest member of the family of Room Service products, all designed for increased patient satisfaction. The new Tulip Cup and disposable dome lid is the ideal dish for desserts or fruit. Offered exclusively by Dinex in the stylish “swirl” pattern to coordinate with Dinex tumblers and Turnbury insulated mugs and bowls. The 5 ounce cup is made of sturdy, crystal clear plastic in a decorative, contemporary style to accent the patient tray.



Room Service At It's Finest

Today's healthcare systems demand efficient products that allow for prompt meal delivery, fresh and delicious food and an upscale tray setting. Dinex provides all of the elements for your room service operation. From the fast and efficient Smart-Therm® Induction system, upscale room menu holders and decorator traycovers, to the broad range of tray carts and support equipment, Dinex provides all of the innovative products and support that you will need.

**Style • Elegance • Patient Satisfaction . . .
Dinex Delivers**



*Reusable
Menu Holder*

Why Dinex?

The expertise and local support of the Dinex team was a major factor in the new Room Service system product selection. Dinex was able to provide a complete meal delivery system, including the tray top components and decorator traycovers with the elegant pocket-fold napkin.

**People, Products & Service
The Dinex Difference!**

System Benefits:

- Increased patient satisfaction
- Food cost reduction
- Improved food quality and serving temperatures
- Space saving equipment design
- Staff and patient safety
- Increased employee morale in food and nutrition department



Smart-Therm™ INDUCTION SYSTEM

The most versatile and efficient system for providing fast, high quality meals to order. The Dinex Smart•Therm is the innovative system for today's room service operations.



Dinex China

Contemporary china plate, fruit dish and bread dish. Stylish Room Service products to enhance the patient's dining experience.

Swirl Tumblers

Durable, high quality Iced Tea/Juice Tumblers in the contemporary swirl design.



DINEX®
DINING EXCELLENCE™

WWW.DINEX.COM