

New York Presbyterian Hospital, New York, NY



New York Presbyterian Hospital, Manhattan

CONVERTING TO THE THERMAL•AIRE SYSTEM

Recognized by U.S. News as one of the 10 best hospitals in the United States, New York Presbyterian Hospital operates in five locations in the New York area. The facility located at the Weill Cornell campus on 68th St. in Manhattan is a renowned acute care hospital specializing in medical and bio-medical research. With a busy census, consistently averaging above 95%, the hospital recently converted from a conduction retherm system to the Thermal•Aire convection retherm system by Dinex International.



Lauren Catangay RD, Site Administrator, and Michael DeFilippo, Operations Manager developed the NYP meal delivery system, using Thermal•Aire and working with the Dinex Retherm Group.

CONVERSION EXCELLENCE

After a 30-day side by side comparison, the hospital chose Dinex as the system best suited for its needs. Over a four month period, 39 Thermal•Aire docking stations were installed in renovated pantries, and 64 Thermal•Aire carts were put into service.

Most recently a room service style “spoken menu” system was implemented, and patient satisfaction scores have been rising steadily due to the improved meal quality and serving time.



The Dinex Thermal•Aire Retherm Cart

TEAMWORK

The Dinex retherm team became a critical interface with the foodservice department both during the transition and after start up. Lauren Catangay, Site Administrator says “we wanted a partner who would help us succeed along with the equipment”, bringing the final emphasis back to their customer, the patient. Dinex continues to conduct system audits every six months to maintain the highest levels of efficiency at the facility.



Dinex Retherm Team in-service

COMPLETE DINEX SYSTEM SUPPORT

New York Presbyterian presents a complete traytop using high-temp Dinx Tropez ware and a custom design traycover to further enhance the dining experience. Both hot and cold food quality is enhanced, utilizing the unique and efficient technology of the Thermal•Aire rethermalization system.



In addition to Thermal•Aire throughout most of the hospital, NYP utilizes the Dinx Power•Therm induction system for temperature retention in the exclusive Amenities unit.



Tropez traytop with custom traycover

Hot and cold retherm excellence using high temp Tropez tray ware and specialty trays from Dinx. Ask about custom decorator traycovers and napkins!

Transfer Dolly

The Easi•Roll Dolly and Cassette System allows food pans to be set up in the kitchen and transported to the Perfect•Serv II Cart.



Perfect•Serv II® Retherm System

Perfect•Serv II

A stylish and efficient rethermalization oven and refrigerator system that allows cold storage and bulk thermalization on one attractive cart. The Perfect•Serv II cart will hold chilled food at 35°F (2°C) and then rethermalize it with the push of a button, or pre-scheduled on a 7 day timer.



Support Cart

Consolidate all elements for the Perfect•Serv II system on one efficient support cart from Dinx. The support cart holds trays, china, napkins, utensils and beverage dispensers along with all necessary serving supplies.

