

# NEWS RELEASE



For more information, contact:  
Gail Wade  
252 535-8111  
gwade@halifaxrmc.org

For Immediate Release

## **ROOM SERVICE AND RESTAURANT STYLE FOOD COMES TO HALIFAX REGIONAL**

**ROANOKE RAPIDS, NC (December 29, 2011)—At Halifax Regional, room service has taken on a whole new meaning.**

Patients now dine on restaurant-style room service food in a new program called “At your Request.”

On a normal day, about 60 inpatients receive a menu when they are taken to their room. They phone in their order, just as they would in a hotel. In about 30 to 45 minutes, their meal is delivered to their room.

“We began planning this about two years ago,” said Wallace Parham, manager of food services at Halifax Regional. The Medical Center purchased new computer software and some new equipment to implement the program.

“Reaction from our patients is extremely positive,” said Parham. “Our purpose is to improve the experience of patients by meeting their wants and needs when possible.” He says the program is not appropriate for all patients.

Jane Putney of Littleton was a recent patient. “The staff has been good working with my diet,” she said. “They offer suggestions on what I can eat, and the quality of the food is great.”

Halifax Regional offers a variety of menu choices to meet the patients’ nutritional needs based on their medications and medical condition. “We believe patients should have a delicious and nutritious meal regardless of their diet,” Parham explains.

If a patient on a heart healthy diet requests a cheeseburger and fries, the staff politely steers them to another choice. Once a patient's order is entered into the computer, a ticket prints in the kitchen telling the staff what to prepare. When the food is placed onto a delivery cart, the ticket is scanned, and then again it is scanned when the tray is delivered to the patient, Parham says.

"Our target delivery time is 45 minutes," adds Parham, "and we average about 30 minutes." The "At your Request" program is available between 6:30 a.m. and 6 p.m.

The Halifax Regional food service staff delivers approximately 8,100 trays per month.

###

**About Halifax Regional**

*Halifax Regional Medical Center is licensed for 204 beds, including psychiatric and nursery. A non-profit organization, Halifax Regional is fully accredited by the Joint Commission. For more information, visit [www.halifaxregional.org](http://www.halifaxregional.org).*