SESLHD PROCEDURE COVER SHEET

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FUNCTIONAL GROUP(S)	Allied Health
KEY TERMS	Diet orders, Diet ordering, Electronic medical record (eMR), Food Allergy
SUMMARY	This procedure describes the required processes and staff roles and responsibilities for identifying and ordering diets in eMR.

1.   POLICY STATEMENT

Ensuring every patient has a diet order in place in eMR that is in keeping with their current clinical condition and its management is critical for safe and appropriate clinical care.

Patient safety issues may arise with inadequate diet management processes. Hospital acquired malnutrition, choking or aspiration, anaphylaxis and other allergic reactions are real clinical risks that may occur with inadequate service delivery across the diet management care continuum.

Every patient must have a diet order entered in eMR on admission. Diet orders are to be updated in a timely manner.

This procedure supports the directives of:
- NSW Ministry of Health Policy Directive PD2017_041 - Nutrition Care
- HealthShare Safety Alert SA18-001 - Not accepting food and drink orders verbally.

2.   BACKGROUND

Nursing and medical staff are responsible for identifying and actioning patient diet orders in a timely manner to ensure that patient meals are clinically appropriate and as per prescribed treatment plan/s.

Further, diet orders must be documented in patients' medical records i.e. medico-legally they are a part of a patient's documented treatment plans.

This procedure outlines the roles and responsibilities of staff and the required process for ordering diets in eMR.

3.   RESPONSIBILITIES

Staff Group	Patient Groups	Responsibilities
Doctors, Nurses, Midwives	All admitted patients	- Identifying the patient's premorbid diet and food allergy on admission - Ensuring the diet order is entered in eMR immediately, by entering themselves or delegating this task to another appropriately trained staff member - Documenting food allergy in eMR Allergens if required - Ensuring any changes to diet orders (e.g. Nil by Mouth, pre and post op protocols, etc.) are ordered in eMR immediately
Dietitians, Speech Pathologists	Referred patients	May update diet orders when consulted
Dietitian Assistants, Clinical Support Officers and Ward Clerks	All admitted patients	May enter/modify diet orders at the direction of members of the clinical team (i.e. Doctors, Nurse/Midwife, Dietitian, Speech Pathologist)

3.1 Staff authorised to place diet orders (defined above) will:
- Attend eMR training as soon as practical upon commencing their duties
- Regularly review patient dietary requirements and update the eMR diet order as required
- Ensure diet orders are placed before meal cut off times wherever practical to reduce the need for late meal changes and resulting increased cost of late meals
- For diet changes made after meal cut off times, enter the eMR diet order and advise food services of the change.

3.2 Managers will:
- Ensure that all staff requiring access to eMR to perform their duties will have eMR accounts created and eMR training provided in a timely manner
- Ensure that all staff that enter diet orders into eMR are orientated to the range of diets available and those most commonly used in the ward/unit/service eg 'Full', Nil by mouth, Preoperative Fluids, Vegetarian, Halal etc.

4. DIET ORDERING PROCEDURE

4.1 Determining the correct diet order
- All patients are to have their premorbid diet identified on admission.
  This should routinely include identifying any food allergies or requirements for texture modification (Refer to 4.3 Food Allergy).
- Treating clinical team/s are to consider if the patient requires any dietary modifications to manage their condition or as part of their planned treatment/procedures.

4.2 eMR Diet Order and other communications
- The appropriate diet order is then to be entered into eMR (Orders – Diet).
  NB Multiple active diet orders can be entered into eMR by the 'diet modifiers' function (more than one diet modifier can be selected by holding down the control key).
- Information regarding requirements for assistance to eat are mandatory for eMR diet orders
- 'Clinical history' and 'reason for cancellation' eMR fields are not mandatory fields for completing eMR diet orders
- All diet orders, food allergies and assistance to eat requirements should be included in nursing/midwifery clinical handover
- During the patient's admission, all diet order changes must be updated immediately in eMR. This will ensure the patient will receive the correct meal at the next meal service time.

4.3 Food Allergy
Immediately on admission, any food allergies are to be entered into eMR Allergens and also the diet order. For example, patient with an egg allergy should have egg entered as an Allergen and a diet order of "egg free diet".

If there is no eMR diet order for the specific Allergen, for example, allergy to olives, please call food services to alert them of this allergy and for further guidance.

4.4 Food Service management

HealthShare Food Services will not accept verbal diet orders i.e. by telephone or at the ward level. Meals will be issued by HealthShare Food Services only when there is a diet order entered in eMR.

5. DOCUMENTATION

Diet orders and Allergen fields are part of the patient's documented medical record.

6. AUDIT

Reports will be run to audit the number of patients who do not have an active diet order at meal service times. These reports will be run via the hospital's food and nutrition software system (CBORD) and reported to site Food and Nutrition Governance meetings.

Incidents regarding diet ordering will be reviewed at site Food and Nutrition Governance Committees and reported to SESLHD Food and Nutrition Governance Committee quarterly.

7. REFERENCES

- NSW Ministry of Health Policy Directive PD2017_041 - Nutrition Care
- eMR Quick Reference Guide - Adding and Cancelling a Diet Order
- HealthShare Safety Alert SA18-001 - Not accepting food and drink orders verbally

8. VERSION AND APPROVAL HISTORY

Date	Version No.	Version and approval notes
October 2008	1	Dianne Ayres, eMR Project Director. Approved by Executive Sponsor Neville Ongley, Director of Finance and Corporate Services and Area Executive Team 13 October 2008
January 2015	2	Margaret Holyday and Janet Bell Head of Department Nutrition and Dietetics Prince of Wales Hospital and St George Hospital
August 2015	2	Endorsed by Executive Sponsor
October 2019	3	Minor review drafted by Margaret Holyday and Janet Bell. Head of Department Nutrition and Dietetics, Prince of Wales Hospital and St George Hospital.
December 2019	3	Approved by Executive Sponsor. Formatted by Executive Services prior to publishing.
July 2020	4	Minor review to incorporate allergy information (at 4.3) by Margaret Holyday and Janet Bell. Head of Department Nutrition and Dietetics, Prince of Wales Hospital and St George Hospital.
August 2020	4	Minor review approved by Executive Sponsor. Processed by Executive Services prior to publishing.
23 August 2023	4.1	Minor review to include additional information under Section 3.