



Frequently Asked Questions

CBORD is an external third-party application owned and managed by CBORD Group Inc., and not Queensland Children's Hospital. Please consider CBORD's Terms and Service (including Privacy Statement), prior to using the application. On-demand meals can also be ordered through your nurse.

1. How do families connect to the CBORD Patient App?

Download the CBORD Patient App from the Apple (iPhone) or Google Play (Android) Store by scanning the QR code below.



Apple



Android

2. What is the Hospital Facility ID?

The Queensland Children's Hospital facility ID is *chq*.

3. Why are patients & families advised not to create an account using an email address?

If you make an account for your child using an email address, that email can only be used at CHQ facilities and only for that child. You won't be able to use the same email for other kids or for yourself at other hospitals.

4. Can children use the CBORD Patient app to order their own on-demand meals?

You must be 13 years or older to use the CBORD Patient App by yourself. If you are under 13, your parent or carer can order for you using the app, or you can ask your nurse to help you order your on-demand meal.

5. Can I place a meal order for my child from home?

You do not need to be at the hospital to place an order using the CBORD Patient app. Parents or carers can order a meal for their child while they are at work or from home.

6. Can I cancel an order I have made in the CBORD Patient app?

Orders can be placed to be delivered as soon as possible or in advance for a set delivery time. Only meals ordered in advance can be cancelled up until 40 minutes before the selected



delivery time. i.e. If the delivery time selected is 3.30pm, the order can be cancelled any time before 2.50pm.

7. What do I do if I receive an error message or there is nothing available for me to order in the app?

If this happens you can ask your nurse to contact the Nutrition Assistant team for help.

8. Where can I find the nutrition information for my on-demand meal to help manage my medication?

This information can be found in the menu item name in the CBORD Patient App and will also be printed on the tray ticket that comes with your meal.

9. Can carer or parent meals be ordered using the CBORD Patient App?

No, the app is only used for ordering additional on-demand meals for children who are placed on the High Protein, High Energy diet code. Parents and carers are not eligible for this menu.

