

Healthcare Foodservice



Balancing Taste and Therapeutics

When meals lack flavor or variety, compliance drops, trays come back full, and both outcomes and satisfaction scores suffer. The good news? With thoughtful strategies, hospitals can make prescribed diets both nourishing and enjoyable.

Focus on Flavor, Not Just Salt or Sugar

- Use fresh herbs, citrus, vinegar, garlic, and spices to add depth without relying on sodium or added sugars.
- Develop “flavor profiles” that feel restaurant-worthy (e.g., Mediterranean herbs for fish, ginger and citrus for poultry).

Offer Familiar Favorites with a Twist

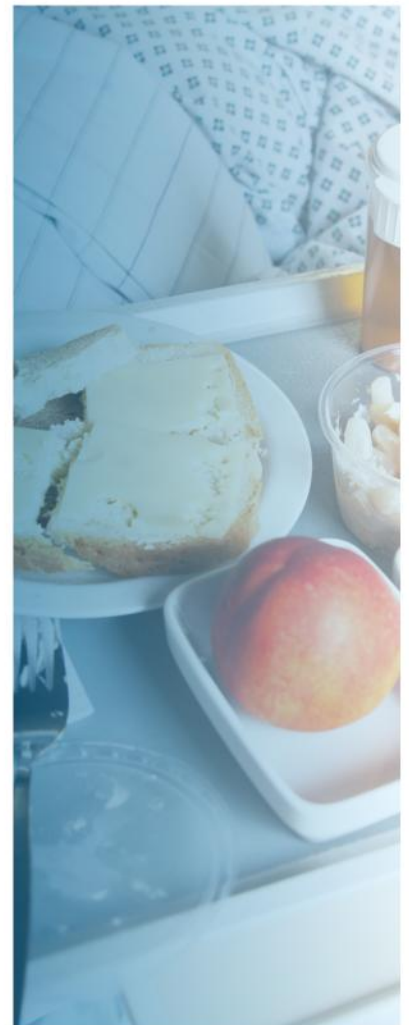
- Modify popular comfort foods (pasta with roasted vegetable sauce, baked chicken with spice rubs) to fit dietary needs.

Enhance Visual Appeal

- Colorful produce, creative plating, and garnishes boost appetite and perception of flavor.
- Even simple upgrades, like adding a sprinkle of fresh parsley, can make meals feel less clinical.

Leverage Texture and Variety

- Balance crunchy, creamy, and savory elements to keep meals interesting.



DINEX® | Our Latest Innovations

As the leader in healthcare meal service, Dinex consistently innovates in-patient meal delivery and dining solutions. Keeping your guests happy with the best food at the right temperature, you will trust that hot food is hot and cold food is cold.

Air Insulated Wares

Advanced air insulation outperforms Dinex legacy foam in side-by-side testing

Enhanced Performance

Hermetically sealed air reduces heat loss



Long-Lasting

Air insulation doesn't degrade like foam over time

Sustainable and Safer

Recyclable & chemical-free

Totally Quiet Cart (TQC) Beverage Cart

Cart add-ons for improved temperature retention & tray assembly

Reduces Waste

Maintains optimal cold serving temperatures for up to 5 hours

Extended Holding Time

Increase temperature hold times of hot & cold items



Enhanced Meal Service

Versatile drink customization for more service options

The Phantom™ Cart

Durable, quiet, & ready to use. Available in stainless steel, three woodgrain options, & customizable panels, with configurations for 10, 12, or 16 trays

Standard 8" Casters

Quiet movement & upgraded brake system with clearly labeled, foot-operated pedals for braking



Modern Top

Ergonomic contour enables easy movement from every angle

Self-Latching

Door secures easily every time



Liquid Spill Channel

Collects drinks that are accidentally spilled on top

Hospitality in Healthcare

Training Frontline Staff to Treat Every Meal Delivery as Part of the Healing Process



Teach the “Why” Behind the Work

Connect staff to the bigger picture: meals aren’t just food, they’re medicine, comfort, and a key part of healing. Share patient stories that highlight how positive interactions made a difference.

Develop a Standard of Warmth

Encourage simple gestures: a smile, using the patient’s name, making eye contact. Train staff to treat each tray delivery as a customer service moment, not just a task.

Empower Staff to Communicate with Care

Provide scripting or role-play scenarios so staff can handle common patient questions politely and confidently. Teach the use of positive language (“Here’s your freshly prepared lunch” vs. “Here’s your diet tray”).

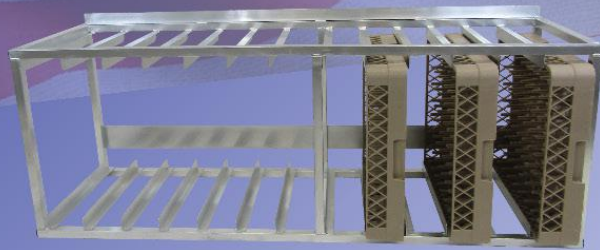
Encourage Active Listening

Train staff to pause for a moment—ask if patients need anything else, listen for small concerns that can be relayed to nursing or dietary staff. Demonstrate how these micro-moments build trust and comfort.

Build Cross-Department Collaboration

Host joint sessions with nursing or patient experience teams so foodservice staff feel part of the care circle. Reinforce that every department contributes to healing.

Designed to Last. Built with Care.



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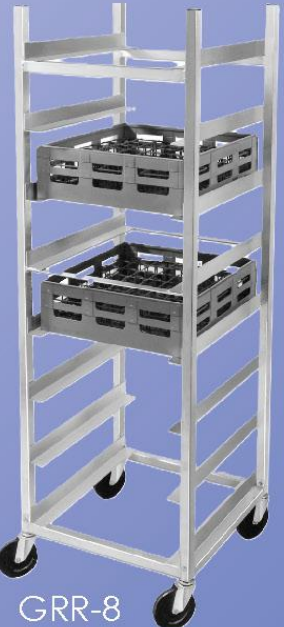
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- Powder coating finish now available — enhances the durability and aesthetics of our products
- Custom-Built Solutions Tailored to Your Operation's Unique Needs



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HEALTHCARE SOLUTIONS

Menu Efficiencies to Elevate Care

One meal. Every patient. Any texture.



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Blixer®

The best solution for texture-modified meals!

Transform raw or cooked foods into texture-modified meals that maintain nutritional value and adhere to IDDSI standards.*



*IDDSI menu testing must be conducted to ensure IDDSI Framework compliance.

For IDDSI Detailed Descriptors & Testing Methods [visitiddsi.org/framework](https://www.visitiddsi.org/framework)



Immersion Blenders

Mix soups, sauces and much more...

Dependable versatility for blending, mixing, puréeing, and emulsifying with precision.



Juice Extractors

Ultra-Fresh juice, fast!

Serve fruits and vegetables in a perfect balance of flavor and patient nutrition.

8oz in 6 seconds



Energy-Smart Kitchens

While budget pressures often make it tempting to delay equipment upgrades, investing in energy-efficient solutions can reduce operating expenses, extend equipment life, and support sustainability goals.

Invest in ENERGY STAR® Equipment

Refrigerators, freezers, ovens, and dishwashers with ENERGY STAR ratings can cut energy and water use significantly. Many utilities offer rebates or incentives for hospitals making these purchases.

Adopt Low-Flow Dishwashing Technology

Modern dish machines reduce both water and energy use. Pair with heat recovery systems to reuse waste heat from wash cycles.

Switch to Induction Cooking

Induction ranges heat food faster and reduce ambient kitchen heat, lowering cooling costs. Staff benefit from safer, cooler, and more precise cooking.

Upgrade Refrigeration Systems

High-efficiency compressors and smart monitoring systems prevent energy waste from temperature fluctuations. Regular maintenance, like cleaning coils and replacing gaskets, also extends performance.

Use LED Lighting & Smart Controls

Replace fluorescent or incandescent fixtures with LEDs throughout prep and storage areas. Motion sensors and timers ensure lights are only on when needed.



The First Wash in Patient Care

Champion[®]
The Dishwashing Machine Specialists



The Complete Solution for Healthcare Production Needs



Southbend is the choice of Chefs around the globe. Known for its durability, reliability, and customization, we are the leaders of innovation that benefit your healthcare program. Our convection ovens, heavy-duty ranges, and precision probe convection technology deliver the performance, accuracy, and reliability that is superior. Our solutions ensure consistent results every time with culinary support led by a Certified Master Chef.

EZ-Clean™ Tray Racks

Trayslides Made Easier!

- Easy Access to the Full Interior for Thorough Sanitation
- Fit in Commercial Dish Machine or 3-Compartment Sink
- No Tools Needed + Significantly Fewer Parts
- Simply Lift to Remove & Re-seat in Brackets to Replace
- Constructed of Durable Stainless Steel
- Available in 5, 6, 7, or 9 Levels per Half Section

Learn more



Hot & Ready, Wherever You Go

PRO Series Heated Cabinet

Stainless Steel Cabinet Construction
Sturdy Stainless Steel Shelving
Touchscreen Control & Monitor System
LED Interior Lighting



The Complete Solution for Healthcare Production Needs

Our steam brands provide the most diverse solutions to fit your culinary needs. From precision cooking with the automation of Firex, to steam temperature control of our CSE units and the abilities of programming multiple stage cooking with our SKW braising pans, there is no other manufacturer out there that can offer our variety and culinary support led by a Certified Master Chef. We combine precision cooking, HACCP tracking, and consistency with unmatched efficiency to meet the demands of your operation.

MEAL DELIVERY CARTS

BUILT TO WITHSTAND THE RIGORS OF DAILY SERVICE WITHOUT DISRUPTING DAILY REST

Quiet & non-rusting
Maintains food temperature & quality
Easy-to-clean surfaces
Holds 14 x 18 and 15 x 20 trays

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Some Like It Hot, Some Like It Frozen

Vollrath Hot, Cold, Frozen Modular Drop-Ins

Independent wells can warm up, chill out, and hold frozen foods — all at once, with the touch of a button.



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