

### *Who is eligible to receive Meals-On-Wheels?*

1. Participants must live within the city limits of Northfield.
2. There must be space available in the program.
3. Participants must be referred by an authorized medical provider.
4. People who live at a site where meals are available are not eligible to receive Meals-On-Wheels.

### *How do I order Meals-On-Wheels?*

Call the Dietary Department at Northfield Hospital, (507) 646-1022. The person you speak with will register you for Meals-On-Wheels.

### *What information will you need before I can begin receiving Meals-On-Wheels?*

You will need to provide your name, your address, your phone number, your referring physician's name, the name of the person who will be responsible for the payment of your bill, and the date on which you want delivery of Meals-On-Wheels to begin. You will also need to provide the name and phone number of a contact person whom we can call in the event we are unable to reach you.

### *Who prepares Meals-On-Wheels?*

The staff of Nutrition Services at Northfield Hospital will prepare your meals.

### *Who delivers Meals-On-Wheels?*

Volunteers from the Northfield community deliver Meals-On-Wheels. From day to day, it is likely that a different person will deliver your meal.

### *On what days are Meals-On-Wheels available?*

Meals-On-Wheels are available seven days a week, 365 days a year, including holidays. However, you must commit to receiving at least five meals per week.

### *What is the cost of Meals-On-Wheels?*

The cost of the meal is \$4.50.

### *What foods will be provided with my meal?*

Your meal will consist of an entrée that may be meat, fish, or poultry. Also included will be a potato or pasta, a cooked vegetable, a salad or juice, bread with margarine, a dessert, and milk, depending upon your physician's diet order. You may request skim milk, 1% milk, 2% milk, or whole milk, and either white or whole-wheat bread with your meal.

### *At what time will my meal be delivered?*

Your meal will be delivered between 12:15 and 1:00 p.m. Delivery begins at 12:15 p.m. and it may take up to an hour, depending on the number of people receiving Meals-On-Wheels that day.

### *How do I prepare for the delivery of my meals?*

Please have your door unlocked at the time you expect your meal to arrive. The driver or delivery person will knock and then walk in, announcing "Meals-On-Wheels." Please tell the delivery person where you would like to have your meal set up and if you need assistance opening any of the containers.

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***What should I do if I have not received my meal by 1:00 p.m.?***

Please call the Dietary Department at Northfield Hospital, (507) 646-1022. Let the person know of your concern. He or she will check on your meal and, if there's a problem, will arrange for the delivery of your meal.

***How can I cancel my meal for one day?***

Please call the Dietary Department at Northfield Hospital, (507) 646-1022, before 10:00 a.m. on the day that you will not need the meal. Tell someone that you want to cancel your meal for one day. Be sure to specify the date that you'd like to have delivery of your meal canceled and that you would like the delivery to resume on the following day.

***How can I cancel my Meals-On-Wheels permanently?***

Please call the Dietary Department at Northfield Hospital, (507) 646-1022. Tell the person who answers the phone that you want to cancel your Meals-On-Wheels permanently. Let the person know the last day on which you want to receive a meal and be sure to specify that, at the present time, you do not wish to have delivery resumed.

***What happens if I am away from home and forgot to cancel delivery of my meal?***

Any meal prepared by the Dietary Department and sent out with a driver will be charged to you at the rate of \$4.50 per meal.

***What should I do if I have a guest for dinner?***

Please call the Dietary Department at Northfield Hospital, (507) 646-1022. If there is a space available on your delivery route, we can send an extra meal for your guest. The cost of the additional meal will be \$4.50.

***How do I pay for my Meals-On-Wheels?***

Northfield Hospital will bill you monthly for your meals. The statement will be for a specific calendar month and will note the number of meals you received during that month and the dates on which you received them. Meals from the previous month that have not yet been paid for will be included in your current bill.

Some participants in the Meals-On-Wheels program may be eligible for payment by a third party. If that is the case for you, you may not receive a bill at all.

***Whom do I call if I have a question regarding the billing for my Meals-On-Wheels?***

Call Patient Financial Services at Northfield Hospital (507) 646-1076, between 8:00 a.m. and 5:00 p.m., Mondays through Fridays.

***How do I pay my Meals-On-Wheels bill?***

You must return the upper portion of your statement and indicate on this statement the amount of your payment. Make your check payable to Meals-On-Wheels and mail it, with the upper portion of your statement, to: Northfield Hospital; 2000 North Avenue; Northfield, MN 55057-1697.