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

Please call the Nutrition Services Department at Northfield Hospital at (507) 646-1022 by 10:00 am. If there is a space available on your route, we can send an extra meal for your guest. The cost of the additional meal will be \$7.15.

### ***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 may be eligible for third party payments. If that is the case, the participant 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) 646-1399, 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.



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

Residents of Northfield who live within the city limits are eligible to participate. There must be space available in the program.

### ***How do I sign up for Meals-On-Wheels?***

Call the Nutrition Services Department at Northfield Hospital at (507) 646-1022. They will register you for Meals-On-Wheels.

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

We need to know your name, your address, your phone number, the name of the person who will be responsible for the payment of your bill, and when you want delivery of Meals-On-Wheels to begin. We will also need 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 Northfield Hospital's Nutrition Services Department prepares the meals.

Learn more at [northfieldhospital.org/meals-wheels](http://northfieldhospital.org/meals-wheels)

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

Volunteers from the 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. You must, however, commit to at least five meals per week.

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

The cost of the meal is \$7.15.

### ***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 fruit, bread with margarine, a dessert and milk, depending upon the diet ordered. You may request water, juice or milk (skim milk, 1%, 2%, or whole milk) and either white or whole-wheat bread with your meal.

### ***Can a medically therapeutic diet be accommodated?***

Your meal can be modified to accommodate a medically necessary low sodium or diabetic diet. Meals also can be modified for those with difficulty chewing by grinding meat.

### ***What time will my meal be delivered?***

Your meal will be delivered between 12:15 and 1:15 p.m. Delivery begins at 12:15 p.m. and may take up to an hour, depending on the number of people who are receiving meals 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/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.

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

Please call the Nutrition Services Department at Northfield Hospital at (507) 646-1022. Let them know of your concern. They will check on your meal and, if there's a problem, they will arrange for the delivery of your meal.

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

Please call the Nutrition Services Department at Northfield Hospital at (507) 646-1022 before 10:00 a.m. on the day that you will not need the meal. Tell them that you want to cancel your meal for one day. Be sure to specify the date that you'd like to have your delivery 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 Nutrition Services Department at Northfield Hospital at (507) 646-1022. Tell them that you want to cancel your Meals-On-Wheels permanently. Let them 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 Nutrition Services Department and sent out with a driver will be charged to you at the rate of \$7.15 per meal.

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