to those who rose to the occasion
preparing for the next normal

To Those Who Rose to the Occasion, We’ll Continue to Be By Your Side

Sodexo Healthcare is committed to collaborating with our customers to unlock solutions that deliver new value and customized experiences across the patient journey. We impact your organization’s performance now and in the future by elevating care delivery, satisfaction and clinical, financial and operational outcomes through our proprietary data, intelligence, operational rigor, creativity and exception product offerings.

We bring a suite of innovative, best in class solutions that are inextricably linked to clinical care delivery: Patient Nutrition, Environmental Services and Infection Prevention, Retail and Restaurants, Clinical Engineering, Facilities Management, and more.

75 PERCENT of people are worried about contracting COVID-19
(Source: Datassential)

80 PERCENT of people think that social distancing is helping to slow the spread of the virus
(Source: Datassential)
**Services & Capabilities**

**PREPARE**
- Consultancy based on risk assessment
- Activity reopen and expansion processes

**PROTECT**
- Disinfection cleaning
- Social distancing communication
- New patient nutrition protocols
- Contactless services
- Facility management

**ENABLE**
- Convenience stores and grab & go cafeteria meals and snacks
- Digital retail services
- Consumer confidence measures
- Virtual concierge with Circles
- Post-discharge support with Wellist

**SUPPORT**
- Telehealth capabilities
- Doctors' lounges
- Clinical equipment cleaning and management

**OPTIMIZE**
- Food safety measures for patients, staff and visitors
- Inpatient and outpatient spaces
- Patient experience
- Community confidence returning to the hospital
Safe Environments to Make Every Day a Better Day

Rise with Sodexo is a holistic approach to wellbeing readiness. Working together, we overcome the challenges of safely and incrementally returning clinical environments to safe zones for healing.

With dedicated training for employees, robust disinfection and infection control methodology, your dedicated Sodexo teams will adapt services to your needs, based on industry and site-specific insights.

Our clients benefit from our strong sense of partnership as we bring data-driven solutions to keep patients, clinicians, visitors and staff safe. People are at our core, and all of our services are driven by engaged teams who are trained in infection prevention, food safety, building safety, and empathy.

Delivering the right service at the right moment
Consultancy Based on Risk Assessments

**WHAT IT DOES**
- Audits for environmental services, facility management, and clinical engineering are led by Sodexo experts who find opportunities in your maintenance and cleaning protocols and suggest how to address them

**WHAT’S IN IT FOR YOU**
- Evidence will provide the insights needed to improve service procedures to keep patients safe

**HOW IT WORKS**
- Sodexo teams will provide a cost analysis, equipment audit (clinical engineering), building assessment (facility management) or black light audit (EVS) within your hospital
- Depending on your needs, experts will advise you on the best processes, equipment, chemicals, tools and trainings to meet your goals

Activity Reopen and Expansion Processes

**WHAT IT DOES**
- Systems’ and hospitals’ current, individual needs are assessed based on patients, financials, and goals, and solutionized by experts

**WHAT’S IN IT FOR YOU**
- Hospitals can maintain an undisrupted focus on caring for patients, while Sodexo ensures that buildings, food, cleaning, equipment, and ancillary services are safely maintained

**HOW IT WORKS**
- As visitors are allowed in the hospital, and patients are readmitted for elective procedures, cleaning, food and other services are reopened or re-expanded to accommodate for the gradual return to “normal”

Disinfection Cleaning

**WHAT IT DOES**
- Sodexo’s Protecta is a best-in-class infection prevention protocol that combines the best in processes and chemicals to reduce Healthcare-Associated Infections, and kill the coronavirus

**WHAT’S IN IT FOR YOU**
- Keep your patients safe from C. diff and MRSA, while reducing the threat of transmission of COVID-19 within your hospital

**HOW IT WORKS**
- Based on science and data, our protocol includes advanced chemicals and disposable materials that kill bacteria, viruses and biofilm, while eliminating the risk of room-to-room transmission

Social Distancing Communication

**WHAT IT DOES**
- Sodexo provides signage for your hospital to keep individuals at appropriate distances in lobbies, hallways, cafeteria, etc.

**WHAT’S IN IT FOR YOU**
- Adhere to best practices during the COVID-19 pandemic without starting from scratch – use the assets and instructions established by Sodexo

**HOW IT WORKS**
- Sodexo employees have access to signage created to enforce social distancing, with instructions on where best to place them for compliance
**New Patient Nutrition Protocols**

**WHAT IT DOES**
- From tray removal from COVID-19 positive patient rooms to food safety, our new procedures reduce the risk of transmission.

**WHAT’S IN IT FOR YOU**
- You can keep patients safe while benefiting from Sodexo’s cost management and a reliable supply chain.

**HOW IT WORKS**
- Operators, supply chain, and registered dietitians implement Sodexo’s new patient menu based on your budget and community needs.

**Contactless Services**

**WHAT IT DOES**
- Online patient and staff ordering apps allow menu visibility and contactless ordering.

**WHAT’S IN IT FOR YOU**
- Facilitate social distancing with patients and staff, while meeting consumer expectations - consumers have been nearly exclusively ordering and paying digitally for food delivery.

**HOW IT WORKS**
- The patient menu app can filter foods based on cohort and patient dietary restrictions, provide tray tracking, and meal customization. Retail ordering apps can show the daily menu, facilitate ordering for pickup, and offer prepayment.

**Facility Management**

**WHAT IT DOES**
- Facility Management includes HVAC systems, generators, the physical building, and more.

**WHAT’S IN IT FOR YOU**
- An FM assessment can reveal energy waste, higher operational costs, air filtration weaknesses, etc. that have an impact on patient safety as well as the financial health of your hospital.

**HOW IT WORKS**
- Ask Sodexo for information on a facility assessment from our professionals to identify areas of improvement.

**Convenience Stores and Grab & Go Cafeteria Meals and Snacks**

**WHAT IT DOES**
- Eliminating self-serve areas, like salad bars, reduces the spread of viruses and bacteria. Grab & Go meals and snacks are a quick way to get in and out – reducing the time exposed to others in the cafeteria, while also offering staff more time to enjoy their food.

**WHAT’S IN IT FOR YOU**
- Keep staff and visitors safe, pure and simple.

**HOW IT WORKS**
- Meals and snacks are pre-made and pre-packaged by Sodexo employees following proper PPE and food prep procedures, and put into displays for each low-contact access.
Post-Discharge Support with Wellist

**WHAT IT DOES**

- Wellist allows your patients, post-discharge, to find healthcare services they may need once they’ve returned home.

**WHAT’S IN IT FOR YOU**

- Your patients have support even after they leave your hospital, to make sure that they continue to improve and do not need to be readmitted.

**HOW IT WORKS**

- Sodexo has an exclusive partnership with Wellist. Visit wellist.com for more information.

Delivery & Meals To Go

**WHAT IT DOES**

- Reduce the need for hospital staff to risk transmitting or getting the coronavirus in public locations by offering them convenient meal solutions for the workplace and at home.

**WHAT’S IN IT FOR YOU**

- Keep your staff and communities healthy, while taking a load of your staff’s mind – feeding their families.

**HOW IT WORKS**

- Sodexo works with supply chain partners to set up a grocery store with all the basics at regular prices.

Consumer Confidence Measures

**WHAT IT DOES**

- As COVID-19 infections decline and hospitals can begin to treat other patients, Sodexo is implementing measures to soothe the worries of potential patients.

**WHAT’S IN IT FOR YOU**

- Bring in more patients for elective procedures and increase your hospital’s revenue.

**HOW IT WORKS**

- Sodexo is partnering with strong consumer brands to instill confidence in the infection prevention of your hospital.

Virtual Concierge with Circles

**WHAT IT DOES**

- World-class concierge teams, digital platforms & a vast partner network to provide convenient services for staff looking to alleviate the burden of home tasks, and to provide patients with services to help them to and from the hospital.

**WHAT’S IN IT FOR YOU**

- Reduction in employee stress & burnout, 3+ hours saved per request, improved wellness & engagement by assisting with their personal to-do’s while they work, attract & retain the best talent in your industry, comprehensive data analytics & trend reporting.

**HOW IT WORKS**

- 24/7/365 access to dedicated concierge team via digital portal, phone, or email, +1 access for partner or spouse, access to network of 4,000+ vendors.

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**Clinical Engineering**

**WHAT IT DOES**
- For clinical equipment enough of the right equipment needs to be clean and readily available at the right time – our clinical engineering teams ensure this through disinfection and supply stations

**WHAT’S IN IT FOR YOU**
- Stop your nurses from wasting time looking for equipment, make sure your ventilators are ready, know that the equipment you are paying for is up and running

**HOW IT WORKS**
- Our clinical engineering experts can audit your inventory, maintain and clean equipment, and make investment recommendations based on your needs. Contact Sodexo for more information.

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**Telehealth Capabilities**

**WHAT IT DOES**
- Sodexo, the premier employer of dietitians, has thousands of dietitians available to allow your hospital to provide telehealth and telenutrition services

**WHAT’S IN IT FOR YOU**
- Care for your outpatients. Your registered dietitians can provide diabetes, post-ventilator, and nutrition therapy care in an economical and safe way

**HOW IT WORKS**
- Sodexo works with a HIPAA-compliant telehealth platform that facilitates conversations between patients and registered dietitians, while logging food and exercise

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**Doctors’ Lounge**

**WHAT IT DOES**
- Clinicians attempting to minimize exposure to others will have convenient options to choose from grab & go meals and snacks, and meals to go

**WHAT’S IN IT FOR YOU**
- Stave off burn out and take at least one burden off the plates of your clinicians
- Provide them with easy and healthy meals for the hospitals or at home

**HOW IT WORKS**
- We will provide a server for any previously self-dispensed beverages and wrap any individual whole fruit and encourage contactless payment if possible
Expansive Expertise, Precise Problem Solving

Sodexo’s unparalleled global expertise and uninterrupted resources position us to take a consultative approach to our partnerships, leveraging broad experience to find pinpoint solutions for your organizational needs.

We work closely with our robust supply chain to give access to the items our clients need to operate safely, like PPE and sanitization products. We customise our programs to precisely fit your organization, leveraging our deep expertise and experience to explore every relevant option to overcome your challenges.

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There is an inherent caution and people desperately want to reduce the risk of a second wave, but life is slowly starting to return to normal – restaurants are opening and the economy is starting to get moving once again. We are certainly through the worst, but not back to normal in the coming months.

We are at a stage now where people really want to move on and get back to normal. We are focused on engaging with clients and assessing how their people are feeling. There is increased anxiety and we are taking lots of measures to make people feel secure and safe.”

MARTIN BODEN
Country President, Sodexo China
Sodexo is committed to making a positive impact. Our approach to keeping people healthy starts with understanding their everyday journeys, experiences and also understanding the social, economic and environmental challenges of the world they live in. This is why we map out each step of their daily routines and create solutions to address each need. Using this people-centered philosophy, we build a custom plan to adapt the principles and services to your unique needs.

Ensure People Experience Confidence Every Step Of The Day

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We believe in building trusted partnerships using science, insights and imagination. Leveraging data-driven solutions while keeping people at the core, we tap into your organization’s potential to improve outcomes, impact financial health, and enhance lives of patients, care teams and communities. Unlocking solutions today, and creating the future, together. We are Sodexo Healthcare.

Helping Hospitals Around The World For More Than A Half-Century
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Interested in speaking with an expert about services and solutions for your health organization? Call 833-977-1758 or contact us online.