

MEDICAY GLOBAL

Vetting & Onboarding Standards

FOOD SERVICE VETTING STANDARDS

How we assess and select food service partners for our patients

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About Our Food Service Vetting Standards Vetting Process

Food is not an afterthought in a patient's recovery — it is part of it. Every food service partner we work with is assessed against rigorous standards covering licensing, kitchen hygiene, dietary capability, and delivery reliability. Our patients often have specific medical dietary requirements, and we take the responsibility of meeting those needs seriously. The criteria below outline the key areas of our food service partner assessment.

Licensing & Regulatory Compliance

FSSAI Licence

We verify that every food service partner holds a valid FSSAI (Food Safety and Standards Authority of India) licence — the primary regulatory requirement for food businesses in India.

GST Registration

We confirm GST registration and compliance with applicable tax obligations.

Food Safety Audits

We review records of independent food safety audits and kitchen inspection reports to confirm ongoing regulatory compliance.

Hygiene & Food Safety

Kitchen Cleanliness Standards

We assess kitchen hygiene practices including staff hygiene protocols, documented cleaning schedules, and overall kitchen standards.

Pest Control

We verify current pest control records and the regularity of pest management programmes.

Water Quality

We confirm that water quality reports are maintained and that safe water is used throughout food preparation.

Medical & Dietary Capability

Medical Diet Provision

We assess the vendor's ability to prepare and deliver medically appropriate meals — including diabetic, renal, low-salt, cardiac, high-protein, liquid, and soft diet options.

Dietary Preference & Religious Requirements

We confirm the availability of vegetarian, vegan, halal, Jain, and gluten-free options to accommodate the full range of our patients' dietary needs.

Allergy-Specific Meal Preparation

We verify the vendor's capability to prepare allergy-specific meals safely, with appropriate segregation and labelling.

Dietician Consultation

We assess whether a qualified dietician is available to advise on meal plans for patients with complex clinical dietary requirements.

Quality, Delivery & Packaging

Sample Tasting & Quality Review

Prior to onboarding, we conduct or oversee sample tasting and quality evaluations to confirm food quality meets our standards.

Timely Delivery

We assess the vendor's track record and systems for on-time delivery — critical for patients on medical schedules.

Temperature-Controlled Transport

We confirm that food is transported under appropriate temperature conditions to maintain safety and freshness.

Sealed Packaging & Labelling

We require sealed, hygienic packaging with clear meal labelling including ingredients and nutritional information.

Billing & Flexibility

Meal Package Options

We confirm the availability of structured meal packages that can be coordinated as part of a patient's overall stay.

Emergency Meal Availability

We assess the vendor's ability to fulfil emergency meal requests outside standard hours.

Transparent Pricing & Refund Policy

We require clear and upfront pricing with a documented refund and cancellation policy.

Medicay Global coordinates food services through its Local Operations Partners. Dietary requirements and medical meal plans are communicated in advance and confirmed with every patient before their arrival. All food service partners are required to adhere to the standards set by Medicay Global as a condition of their partnership.