SERVESPOTS FOR HEALTHCARE & HOSPITALS

Elevate care. Where it happens. As it happens.

Connect patients, families and teams to responsive service when it matters.

Give patients, families and staff direct access to timely information, assistance and feedback through their own devices, with multifunctional experiences tailored to each location and service moment. ServeSpots helps teams respond sooner, recognize great care and improve service across the patient journey.



A direct connection to service, throughout the patient journey.

Scan to connect • No app download • No dedicated hardware

Waiting areas
Share clinic information, helpful resources and activities. Make it easy to ask for help or give feedback.

Exam & treatment rooms
Offer relevant guidance and room-specific help so teams can identify concerns and respond more quickly.

Patient journey engagement
Keep information, feedback and support within reach throughout a visit or course of treatment.

Caregiver recognition
Help people recognize physicians, nurses and care teams through cards, badges and desk signs.

From arrival and parking to the clinic: extend your service presence across the journey.

Empower people. Enable service recovery. Improve the care experience.

Empower your care and operations teams

At every touchpoint in the care journey.

Extend service responsiveness beyond direct patient care. Give staff and visitors a simple, direct way to report concerns, flag safety and maintenance issues, connect with the right teams and make follow-through visible.



Spot, report and address clinical and non-clinical service needs.

Rooms & shared spaces
Cleanliness, supply and maintenance concerns at the location, helping environmental services teams respond.

Staff checks & service rounds
Record observations, and outstanding needs to strengthen everyday operational follow-through.

On It: Workforce issue reporting
Staff can report safety, environmental and maintenance concerns with photos and accurate location details.

Arrival, parking & transport
Surface access difficulties, shuttle concerns and hazards so teams can address problems across campus.

Connect concerns to action.

Connect reported needs to existing tools and workflows your teams use for maintenance, service requests and support. Precise location details help teams find the issue and coordinate a timely response.

Turn everyday action into insight.

Use AI-assisted summaries and reports to surface recurring concerns, review follow-through and inform leadership decisions. Compare operational service trends with patient-experience feedback to guide improvement.



Expand service engagement as needs evolve.

Explore information and assistance for emergency department waits, portable support for home-based services, and designated leadership escalation within established hospital response procedures.

Make service responsive at every touchpoint across your healthcare journey.