SERVESPOTS FOR HEALTHCARE & HOSPITALS

Elevate care. Where it happens. As it happens.

Connect patients, families and teams to better service in the moment.

Engage patients, families and staff through their own devices, with a multifunctional service experience tailored to each location and moment of care. ServeSpots helps hospital teams respond to needs, support service recovery and improve experiences throughout every stage of 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 feedback so teams can identify concerns and support service recovery.

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.

Inform people. Enable timely action. Elevate the care experience.

Support your care and operations teams
Behind every aspect of the care journey.

Extend service excellence into and beyond the patient interaction alone. Give staff and visitors a simple way to report what needs attention, connect concerns to the right team and make follow-through visible.



Monitor, report & action clinical and non-clinical service elements.

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 report environmental concerns with photo and location - from damages to spills, obstructions etc.

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

Connect concerns to action.
Link reported needs to the tools your teams already use for maintenance, service requests and support. Configured indoor or outdoor location helps teams find the issue and coordinate a response.

Turn everyday action into insight.
Use AI-assisted summaries and reports to identify recurring concerns, review follow-through and support leadership discussions. Compare service trends with later patient-experience feedback to guide improvement.



Extend the approach 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.

Bring service excellence into the moment - across your healthcare journey.