

EXECUTIVE SUMMARY

Tapelligence for Hospitals

Find the way. Ask for an orderly or security. Pay for parking. Share a review. Give to the foundation. All from one tap, with no app to download.

THE HOSPITAL

THE STAFF

THE PATIENTS

THE FOUNDATION

THE OPPORTUNITY

A hospital visit has too many small frictions. One tap can remove them.

Hospitals are large, confusing and stressful. Patients arrive anxious and late, and staff are pulled away from their work to give directions. Asking for an orderly, reaching security, paying for parking, sharing feedback or giving to the foundation each means a different desk, number or system.

Find the way

Patients and visitors see where they are and get a clear route to where they need to go.

Get help fast

A non-clinical request for an orderly, security or general help reaches the right team, with the exact location attached.

Close the loop

Parking, reviews, feedback and donations to the foundation, all from the same tap.

0

apps, logins or downloads

No GPS

needed to start

1 tap

to ask for an orderly or security

WHAT TAPELLIGENCE IS

One connected touchpoint network for the whole hospital

Simple touchpoints sit at entrances, parking, elevators, corridors and waiting areas. A patient or visitor taps a discreet tag, or scans a code, and their phone opens a clean, multilingual page that knows exactly where they are. From it they can find their way, ask for an orderly or security, pay for parking, leave a review or give to the foundation. Behind it, the hospital runs from one control layer with roles and a full audit trail.

1 TAP

Tap a touchpoint or scan a code. Nothing to install.

2 CHOOSE

Find the way, ask for help, pay for parking, share feedback or give.

3 CONTROL

Requests reach the right team with the location attached. One Command Center sees it all.

PRINCIPLES BEHIND EVERYTHING

Simple

If it needs instructions, it is too complicated. Built so anyone, under stress, can use it on the first try.

Multilingual

English, French and Spanish on every screen and message.

Non-clinical by design

No medical advice, no clinical details collected, and never a substitute for emergency services.

WHAT WE BRING

Built for everyone the hospital touches.

To the Hospital

Administration | Patient experience | Operations

- **Better first impressions.** Patients and families feel guided from the parking lot to the right door.
- **Less lost time.** Fewer late arrivals and fewer wrong turns on the way to appointments.
- **Staff time back.** Fewer interruptions for directions and simple requests, so staff stay on their work.
- **Requests routed correctly.** Orderly, security and general help requests go to the right team with the exact location attached.
- **Stronger reviews.** Satisfied patients and families are invited to leave a public review, and concerns are raised privately for fast resolution.
- **Parking, simplified.** An optional connection to the hospital's parking system lets visitors pay without a kiosk line.
- **Operational insight.** See top destinations, busiest touchpoints and where people ask for help, with no personal data.
- **Accountability.** A full audit trail on every request, change and action.

To the Staff

Orderlies | Security | Reception | Volunteers

- **Orderly requests with a location.** The orderly team receives the request on their phone, with the exact spot and an acknowledgement.
- **Security requests, non-emergency.** Security officers receive assistance requests with the location attached. Emergencies stay with existing emergency procedures.
- **Fewer "where is...?" questions.** People help themselves, so the front desk and corridors stay calmer.
- **Always the right place.** No one has to hunt for the person who asked.
- **Easy map updates.** Maps are maintained from a simple admin tool, designed for non-technical staff.
- **Role-based access.** Each person sees only what their role needs.
- **No training burden.** It works the way a phone already works.

WHAT WE BRING

Built for patients, visitors and the foundation.

To Patients and Visitors

Patients | Family | Caregivers

- **Effortless.** Tap or scan and it works. No app, account or password.
- **In their language.** English, French or Spanish.
- **Know where you are.** The touchpoint tells the phone exactly where they are standing.
- **Clear route.** A step-by-step route with distance and estimated walking time.
- **Accessible routes.** Designed for accessible routing, high contrast and simple screens.
- **Ask for help.** Request an orderly or security assistance without hunting for someone.
- **Pay for parking.** An optional way to pay from the phone on the way out.
- **Have a say.** A quick review or private feedback, right when it is fresh.

To the Foundation

Donors | Fundraising team

- **A gift is one tap away.** Place donation touchpoints in lobbies, waiting rooms and elevators, where people have a moment and a reason to give.
- **Simple and multilingual.** A short gift path in English, French or Spanish.
- **Gratitude moments.** Patients and families who had a good experience are one tap from giving back.
- **Linked to the hospital's own page.** The gift goes to the foundation's own donation system, which keeps control of donor relationships.
- **Reporting by location.** See which touchpoints inspire the most interest, with no personal data held by Tapelligence.

WHO IT IS FOR

Community hospitals

- Fast start at key entrances
- Fewer lost patients
- Light on staff and IT

Large and teaching

- Multi-building routes
- Wings, floors and elevators
- Central map administration

Health systems

- One dashboard, every site
- Shared brand standards
- Role-based access by site

PLATFORM CAPABILITIES

One platform, every touchpoint.

Capability	What it does for the hospital
Tap Points	Discreet NFC tags and QR codes at entrances, parking, elevators, corridors and waiting areas. Each one knows its building, floor and area.
Find Your Way	Tap to see the exact location on a map with no GPS needed, then pick a destination such as emergency, radiology, pharmacy, cafeteria, parking or washrooms.
Take Me There	A step-by-step indoor route on the phone, with distance and estimated walking time. Later touchpoints re-confirm the position.
Accessible Routing	Routes designed to support wheelchair access, high contrast and simple screens.
Request an Orderly	A non-clinical request that arrives on the orderly team's phone with the exact location and an acknowledgement.
Request Security	A non-emergency assistance request that reaches security with the location attached. Not a substitute for emergency services.
General Help	A request for non-clinical help, routed to reception or volunteers.
Pay for Parking	Optional connection to the hospital's parking system so visitors can pay from the phone. Scope set in the pilot.
Reviews & Feedback	Satisfied patients are invited to a public review; concerns go privately to the hospital for fast resolution. Everyone can still review publicly.
Donate to the Foundation	A simple gift path to the foundation's own donation page, from any touchpoint.
Map Admin	Staff update destinations and touchpoints themselves, without a developer.
Command Center	Live view of requests, top destinations and busiest touchpoints, with no personal data.
Roles & Governance	Super admin, client admin, site manager, staff and read-only observer.
Live Positioning (roadmap)	Optional later upgrade with beacons or Wi-Fi positioning for a live blue dot and automatic re-routing.

THE PATIENT AND VISITOR JOURNEY

From the parking lot to the foundation.

1

Arrive

A tap at parking or the main entrance opens the page in their language and shows exactly where they are.

2

Find the way

They pick where they need to go and get a clear route with distance and walking time. Each touchpoint confirms the way.

3

Ask for help

If they need an orderly, security assistance or general help, one tap sends it with their location attached.

4

Pay for parking

On the way out, they pay for parking from the same page, where the hospital has connected its parking system.

5

Share

A quick review or private feedback. Happy patients can post publicly; concerns reach the hospital right away.

6

Give back

An optional gift to the hospital foundation, a single tap from the same page.

TRUST, PRIVACY & GOVERNANCE

Designed for a sensitive environment

Non-clinical by design

No medical advice and no clinical details collected.
Not for emergencies: in an emergency, call the emergency number or ask staff.

Privacy by design

No account. Location comes only from the touchpoint a person chooses to tap, and nothing tracks individuals.

Access control

Roles are enforced on the server, not just hidden in the interface.

Auditability

Every map change, request and action is logged, with a full trail for administrators.

Payments and donations stay with you

Parking payments and gifts are handled by the hospital's own parking, payment and foundation systems. Each hospital controls what it enables.

WHY IT MAKES SENSE

Low friction, measurable, and built to scale.

Low friction

No app and no login for anyone. Simple for staff.
Nothing to learn.

Measurable

Top destinations, busiest touchpoints, help requests, reviews and feedback, all anonymous.

Complements what you have

Works alongside existing signage and systems. No EMR or scheduling integration is needed to start.

Start small

Begin with one wing or the main entrance, then expand.

Scales with you

From a single building to a multi-campus health system under one brand.

A better day

Calmer arrivals, fewer interruptions and a better first impression.

NEXT STEPS

A simple path from conversation to results

1

Live demo

A 20-minute demo tailored to your hospital.

2

Pilot

One entrance and key routes in one building.

3

90-day review

Usage, requests, reviews, gifts and staff feedback.

4

Rollout

Extend across wings, buildings and campuses.

Let's start with a pilot.

See what one tap does for your patients, your staff, your parking and your foundation, starting with one entrance.

Not intended for medical emergencies or clinical use. Security requests are for non-emergency assistance. Feature availability and configuration are set per hospital, and some capabilities described, including parking payment connections, are optional, planned or subject to integration. Privacy and data rules vary by province, state and regulator; hospitals remain responsible for the settings they enable and should confirm requirements locally. Impact is measured in the pilot and is not guaranteed.