



PROOF OF CONCEPT · AESTHETIC MEDICINE CLINIC

A service point that never closes

A telepresence kiosk at the clinic entrance: it shows the treatments when no one is using it and opens a conversation with a real person when someone walks up — also after office hours.

September 2026 · Costa Rica



The clinic closes. Demand doesn't.

An aesthetic inquiry starts with a small question —how much, how long, does it hurt— and it rarely matches front-desk hours. The kiosk captures that question: a screen with a camera by the door, no construction and no extra staff at the point.



After hours

Passers-by no longer leave without a trace.



At peak times

Whoever walks in to a busy front desk doesn't wait in line.



No personal phones

Inquiries no longer live on a staff member's WhatsApp.





Interactive Powers · Clinic telepresence kiosk

HOW INQUIRIES COME IN

One screen, four ways in

At rest, the screen plays the clinic's ad carousel, updated remotely from the cloud. The QR code on every piece opens the clinic's web app on the patient's phone, which they can save as just another icon, with nothing to install.



Video call with the clinic

Face to face with staff, from the kiosk or from a phone.



The clinic's WhatsApp

The clinic's number, not a staff member's. With history.



Voice call

For those who just want to ask the price and hang up.

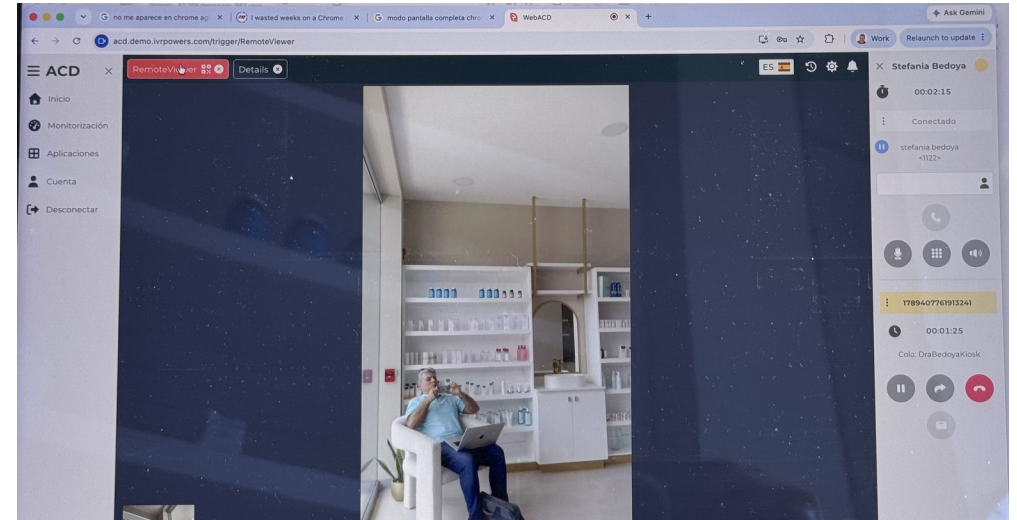


Video kiosk

Immediate service right at the screen, no phone needed.

Telepresence at the clinic

When opening the video call, the patient leaves their name, phone number and the service they're asking about. The inquiry enters the clinic's queue and whoever is available picks it up, from the clinic or anywhere with a browser.



Not self-service

No totem, no chatbot: a person who sees the patient and shows products.



The record arrives with the call

Point of origin, name, phone and service before answering.



Usage statistics

What comes in through the QR code is stored in usage fields and feeds the statistics.

During and after hours

The same point works in two different ways depending on the time, without anyone having to change anything at night.

During clinic hours

The kiosk takes load off the front desk.

-  **Carousel**
The clinic's treatments on screen while no one is using it.
-  **WhatsApp**
The patient messages the clinic's number from the QR code.
-  **The clinic's web or app**
The QR code opens the clinic's web app on their own phone.

After hours

The window keeps serving.

-  **Carousel**
Keeps running, visible from the street while the clinic is closed.
-  **WhatsApp, video and voice**
Three ways to get in touch, answered remotely even when the clinic is closed.
-  **The clinic's web or app**
They leave their details and the clinic follows up when it opens.

The clinic's virtual point

No campaign metrics yet: this is what the point makes possible from day one. What each clinic measures will depend on its traffic and its offering.



No visit is silently lost

Whoever arrives after hours leaves a trace instead of simply walking away.



The number belongs to the clinic

Conversations no longer live on the personal phone of whoever handled them.



One team, several points

The same person covers the entrance, the waiting room and, with more locations, the others too.



The window updates itself

The month's campaign reaches the screen with no printing or vinyl changes.



Qualified inquiry

Name, phone and service before the conversation starts.



No phone costs

Everything runs over the Internet: the video call doesn't depend on a phone line.

HOW TO REPLICATE IT

Getting started at your clinic

01 One screen, one point

Choose the position: window, entrance or waiting room.

02 The creatives you already have

Load the campaign pieces and set up the carousel.

03 Who answers and when

Agree on schedules and who picks up video inquiries.

04 Measure and decide

A four-week pilot before extending to more points or locations.



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