Transforming Hospitals into Smart, Connected Ecosystems of Care

Contents

The New Pulse of Healthcare

Australia's healthcare ecosystem is evolving rapidly, and with purpose.

Hospitals are being reshaped by rising patient expectations, workforce shortages, and an urgent need for operational agility. Aged care, disability services, and large public hospitals are particularly under pressure to balance **compassion with efficiency, patient care innovation with human connection.**

Recent Market Research studies reveal:

Over **60% of hospitals** are investing in digital engagement tools to reduce wait times and improve patient satisfaction.	**Frontline burnout** and staff turnover remain top challenges, with automation seen as a viable path to reallocate time toward care delivery.	**Virtual care and telehealth** have grown by more than **300% since 2020**, driving a new demand for seamless, tech-mediated interactions.	The **National Digital Health Strategy 2025** calls for connected systems that empower patients and streamline hospital processes.

Amid this transformation, hospitals are looking for technologies that go beyond functionality, tools that **interact, assist, and inspire confidence.**

Meet Cento – The Healthcare Assistant with a Human Touch

▶ Cento, developed by Centelon Robotics, is an intelligent humanoid designed to assist, engage, and enhance healthcare environments. Built for dynamic interaction, it serves as a mobile, **multilingual, and multi-functional companion across hospital spaces,** from lobbies to wards, from nurse stations to patient rooms.

▶ It speaks naturally, moves purposefully, and adapts seamlessly to diverse roles - from guiding visitors and patients to managing staff rosters or hosting tele-consultations.

▶ Powered by Centelon Robotics, Cento becomes the **digital face of your hospital** - always ready to assist, inform, and care.

How You Can Benefit from Cento

Cento empowers you to deliver smarter, safer, and more connected care.

Elevates patient experience: Offers instant, personalized assistance in multiple languages.

Strengthens brand image: Positions your hospital as a pioneer in people-centric innovation.

Optimizes staff productivity: Automates repetitive administrative functions, allowing clinical teams to focus more on patients.

Reduces operational friction: Integrates with existing systems for appointments, payments, and records.

Enhances safety and compliance: Monitors environment, PPE usage, and movement in restricted zones.

Cento as a Mobile Kiosk — The Future of Hospital Interaction

Unlike stationary kiosks that wait for interactions, Cento initiates engagement - moving across wards, lobbies, and waiting areas to support patients, staff, and visitors.

Every conversation, every query, every touchpoint made simpler, faster, and more human.

Primary Use Cases

Each capability of Cento is designed to simplify complexity and make every interaction seamless:

Rostering & Attendance Management

Cento automates staff attendance using facial or ID recognition, ensuring accurate rostering and compliance. Nurses can clock in hands-free, supervisors receive real-time logs, and admin teams save hours of manual reconciliation.

Visitor Management

At the entrance, Cento guides visitors, registers their details, issues digital visitor passes, and navigates them to the correct wards. It enhances both security and hospitality, with a human touch.

Patient Navigation

Hospitals can be complex spaces. Cento makes them intuitive. Patients can ask for directions ("Where is the radiology department?") and Cento will provide voice-guided navigation or visual maps, reducing confusion and stress for visitors.
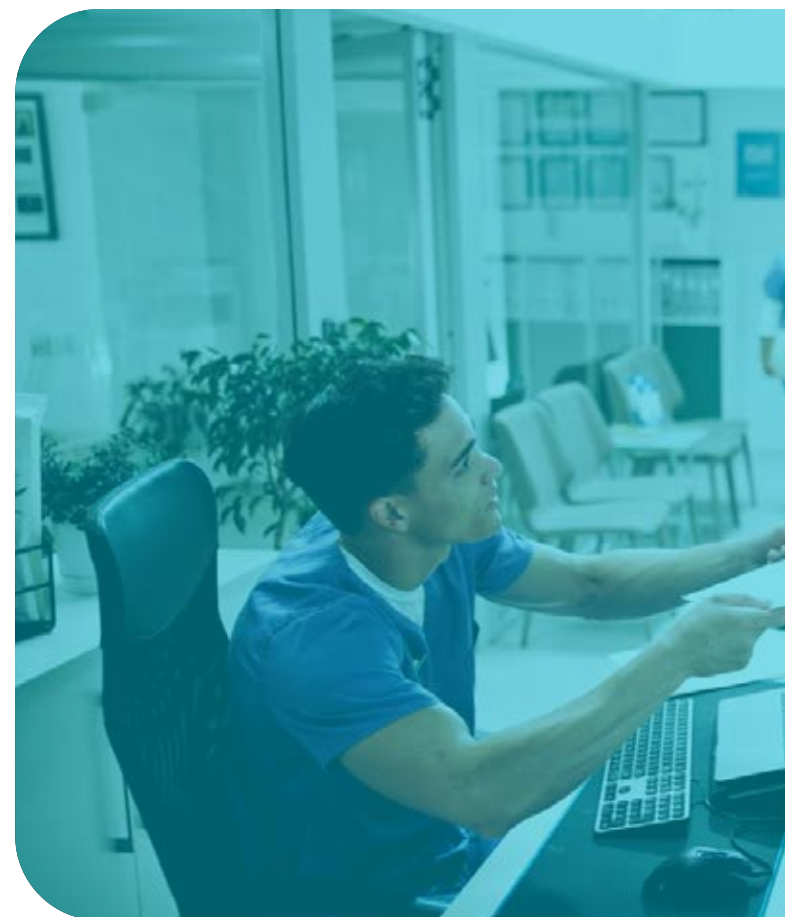
Appointment Booking & Payments

Patients can schedule, reschedule, or confirm appointments directly through Cento. Integration with hospital records allows seamless billing, payments, and confirmation receipts, minimizing front-desk queues and errors.

Vitals Monitoring via Wearables

By connecting with approved wearable devices, Cento can collect vitals such as heart rate or oxygen levels, display readings, and relay them to nurses or doctors instantly, enhancing proactive monitoring.

Prescription & Pharmacy Payments

Patients can scan their digital or paper prescriptions on Cento's display. It automatically links to the hospital pharmacy system, enabling quick payment and order pickup, improving medication access and convenience.

Multilingual Interactions

Cento communicates in multiple languages commonly used in Australia, ensuring inclusivity and understanding for patients from diverse cultural backgrounds - a key add-on for patient satisfaction.

Adjustable Screen & Display

Its height-adaptive screen adjusts for accessibility, whether assisting a patient in a wheelchair, a child, or a standing adult, making every interaction natural and comfortable.

After-Hours Safety Monitoring

Cento can patrol corridors or patient areas during low-staff hours, detect motion, and send instant alerts to the control room, combining warmth with vigilance.

Information & Announcements

Cento can voice out health reminders, broadcast emergency alerts, or display ongoing programs, ensuring every message reaches staff and patients on time.

Telemedicine & Virtual Consultation

Through high-definition video and integrated audio, Cento enables remote consultations between patients and doctors. This allows faster triage, better resource use, and continuous care beyond physical presence.
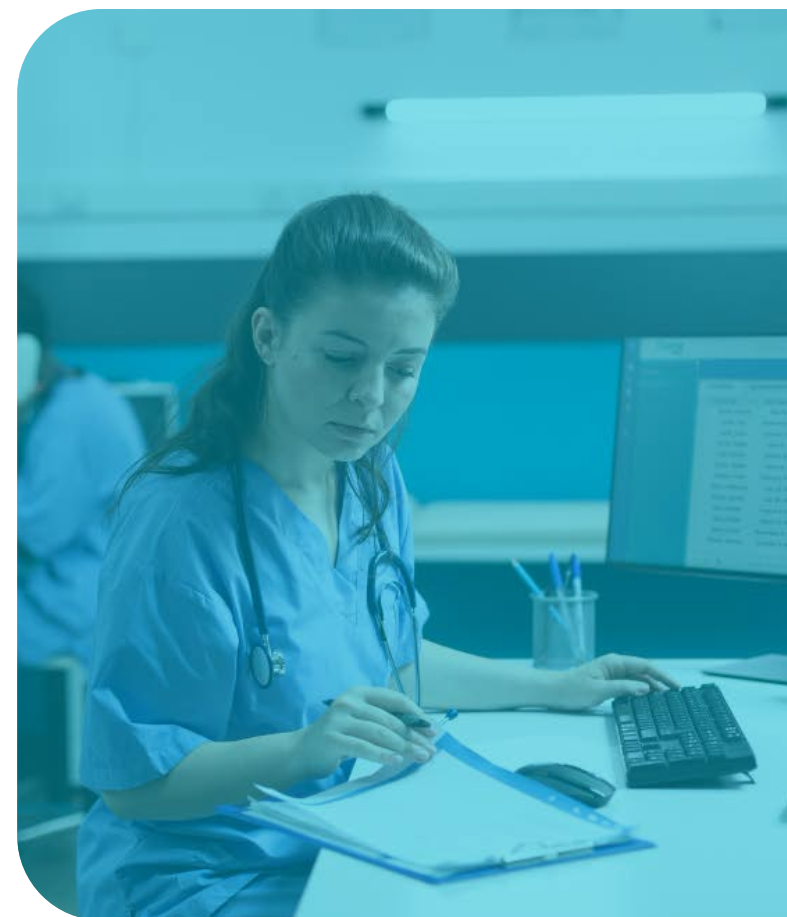
Secondary Use Cases

PPE Compliance Alerts

Cento uses its visual sensors to detect whether staff or visitors entering sensitive areas are equipped with the right protective gear, immediately issuing reminders if not.

Footfall Analytics

It can analyze visitor and staff traffic patterns to help administrators optimize layouts, staffing, and infection-control strategies in high-density zones.

Disinfection Support

Equipped with UV or mist disinfection modules, Cento can sanitize high-touch surfaces - complementing human cleaning teams and enhancing hygiene.

Material Transport

Cento can carry lightweight lab samples, documents, or X-rays between departments, ensuring safe, timely delivery without interrupting workflows.

Different Models of Cento

Cento 3.0

Large spaces & high-footfall environments

Creates immersive, human-like interactions that attract attention, engage audiences, and deliver seamless automation at scale.

Cento 2.0

Enterprises seeking balanced performance

Combines intelligent conversation with flexible movement, a versatile companion that adapts to your space and purpose.

Cento 1.0

Teams starting their automation journey

Makes human-robot interaction simple and intuitive, a dependable first step toward intelligent engagement.

Cento Mini

Compact or mobile setups

Power of Cento in a smaller form - portable, approachable, and perfect for personal or space-limited applications.

The Human Future of Care

Every hospital aims to deliver the same promise - better care, faster, and with heart.
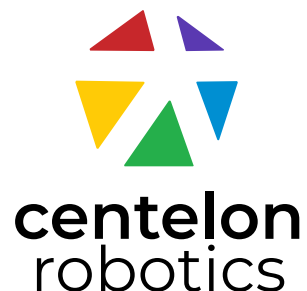
Cento turns that promise into reality.

It strengthens hospital operations, empowers staff, and makes every patient feel seen, understood, and valued.

Cento,
by Centelon Robotics

Your World.
Seamlessly Automated

About Centelon Robotics

Backed by the Centelon Group, our vision is to integrate hardware precision, software logic, and intelligent responsiveness, to create solutions that align with how people live, feel, and work. From humanoid robots to IoT Platforms, Centelon Robotics transforms your world with automation, insight, and adaptive design.

About Centelon Group

Centelon is a Melbourne, VIC-based technology solutions company that has grown from two employees in 2017 to nearly 400, spread across multiple locations. We serve several large and medium enterprises as well as government departments and non-profits in their digital transformation journeys. Over the course of several years, we have built several IP assets that enable us to significantly increase impact for our customers' businesses and improve time to realisation for them.