



Lily, who was five years old and loved purple glitter, held her mom Elara's hand tightly. They walked into the big, bright hospital. "Are you nervous, sweetie?" Elara asked. Lily shook her head, but her tummy felt a little like wiggly jelly.



"No need to worry,"
Elara whispered. "First,
we check in. It's super
fast, and you can help!"
Elara pointed to a tall,
white screen that was
glowing brightly near
the wall. "This is the
special check-in
machine."





As they walked closer, a friendly face popped up on the screen! It was a boy with dark hair, cool glasses, and a red and white striped shirt.

"Hello! I'm Pip, and I'm here to help you check in," the boy avatar said right on the screen.





Pip smiled a huge digital smile. "Checking in is super easy! All we need to do is touch the screen where it asks for your information." Elara leaned down. "See, Lily? Pip is much friendlier than a piece of paper."





Lily carefully reached out a finger and touched the screen right where Pip had pointed. A little blue circle bloomed under her finger. "That's my name!" Lily giggled, seeing her name on a button pop up.





Pip waited patiently for the next screen to load. "Great job, Lily!" he said. "Now, we just need to confirm your birth month. Can you tell your grown-up what month your birthday is?"





Elara typed in the answer, and Pip winked. "Success! Your check-in is complete, Lily. Now you can head over to the Blue Waiting Area. They know you are here!"





The wiggly jelly in Lily's tummy disappeared.
Checking in wasn't scary at all—it was like playing a quick, friendly video game with Pip. She felt like a very important helper.





And Lily knew that if she ever had to go back to the hospital, Pip would be there on the screen, ready to greet her with his friendly, digital smile and his red and white striped shirt.