

What If Your Lobby TV Could Support Healing?

Walk into most healthcare waiting rooms and you'll find a familiar scene: a television mounted on the wall, quietly playing daytime talk shows, cable news, or whatever happened to be on when someone last picked up the remote.

The television is rarely considered part of the care experience. It's simply there to fill the silence and distract people while they wait.

But what if it could do something more?

The Waiting Room Is Part of the Experience

For many people, the minutes before an appointment are filled with uncertainty. They may be anxious about a diagnosis, overwhelmed by chronic stress, grieving a loss, or simply carrying the weight of a difficult day.

By the time they meet with a clinician, their nervous system has already been shaped by everything that happened before they walked through the door—including the environment they entered.

Waiting isn't separate from care.

It's the beginning of it.

Every Screen Is Already Designing an Experience

Whether we intend it or not, every screen communicates something.

A looping news channel may heighten vigilance. Loud commercials pull attention in different directions. Even well-meaning entertainment asks people to mentally leave the present moment.

None of these experiences are inherently wrong—but they are design decisions, even when they happen by default.

Instead of asking, "What should we put on the TV?" I began asking a different question:

What experience do we want people to have while they're here?

That shift changed everything.

Designing for Restoration Instead of Distraction

When I created *Waiting in Wonder* for The Lotus Center, the goal wasn't simply to replace television with beautiful nature videos.

The challenge was to transform an overlooked piece of technology into a quiet contributor to the clinic's philosophy of care.

The experience combined slowly unfolding landscapes, carefully paced music, poetic reflection prompts, and principles drawn from neuroaesthetic research. Rather than telling visitors to relax or meditate, it invited moments of curiosity, wonder, and personal reflection.

The screen stopped asking for attention.

Instead, it offered permission to pause.

Small Changes Can Change How a Space Feels

One of the most surprising lessons from the project was that healing environments are rarely created through one dramatic intervention.

They're created through dozens of thoughtful decisions working together.

The imagery.

The pacing.

The lighting.

The sound.

The silence.

The feeling that someone cared enough to design even the moments between appointments.

These details quietly communicate, "*Your experience matters here.*"

A Different Way to Think About Waiting Rooms

Whether you're designing a healthcare clinic, wellness center, spa, senior living community, or hospitality space, the question isn't whether your environment influences people.

It already does.

The question is whether that influence is intentional.

A television doesn't have to be background noise. It can become part of the experience your organization wants to create—supporting reflection, reducing stress, reinforcing your values, and helping people feel welcomed before anyone says a word.

Sometimes the most overlooked piece of technology in a room holds the greatest opportunity to change how that room is experienced.

[Learn more by reading the case study on Waiting in Wonder.](#)

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