✳ luma™

Luma for Academic Medical Centers

In today's competitive market, it's more important than ever to set yourself apart, highlighting the innovative research and care of your academic medical center. Luma complements cutting-edge clinical work and helps you gain and retain patients with simpler patient access and a differentiated patient experience.

Keep schedules full

Luma can help you reach more patients and keep them coming back:

✔ Bring referred patients in for care with EHR-integrated scheduling reminders

✔ Prevent holes in your schedule with actionable reminders, easy cancellation & rebooking, and automated waitlist offers

✔ Reduce patient leakage with automated review requests and reputation management

✔ Reduce phone calls and staff time with text-first communication and mobile intake

What sets Luma apart

» Partnered with Patient Access Collaborative

» HIPAA-compliant; SOC2- and HITRUST-certified

» Integrated with 80+ EHRs, including Epic and Cerner, as well as systems like Salesforce

» 37% more referred patients seen after 6 months with Luma

Outcomes from the Luma Health community

University of Pennsylvania Dermatology

Research participants completed 22.8% more surveys with Luma than with app reminders alone.

Penn Medicine

Montefiore Health System

With Luma, over 22% of patient referrals are converted to confirmed appointments.

Montefiore

University of Washington Medicine

Over 14,400 referred patients received customized self-scheduling details.

UW Medicine

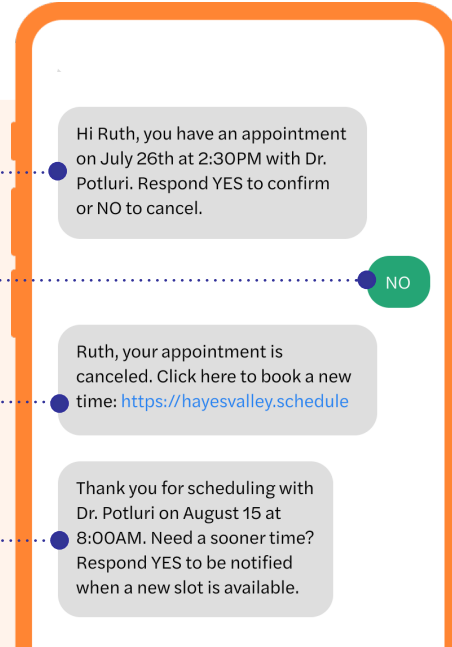# Keep patients on your schedule, even when their schedules changes

Manage your high-value specialty appointment schedule and avoid losing revenue. When a patient cancels, new appointment options are sent to the patient that match the original appointment type and provider in your EHR. The newly canceled appointment slot doesn't stay empty – Luma automatically reaches out to the next patient on the waitlist, improving schedule utilization and reducing patient wait times.

Ruth, 74 | Retiree
Out of town visiting grandchildren and can't make original appointment time.

1. **Text-based reminder**
2. **Easy cancellation**
3. **New appointment offer**
   Additional option to offer specific available times
4. **Added to waitlist**

Hi Ruth, you have an appointment on July 26th at 2:30PM with Dr. Potluri. Respond YES to confirm or NO to cancel.

NO

Ruth, your appointment is canceled. Click here to book a new time: https://hayesvalley.schedule

Thank you for scheduling with Dr. Potluri on August 15 at 8:00AM. Need a sooner time? Respond YES to be notified when a new slot is available.

> **"**
> We were looking for a platform that could handle the entire community of people that we have and their messaging needs. Luma accomplishes even more than we imagined, helping us achieve our goal of the highest coordination for health service."
>
> Robert Eardley | Chief Information Officer, University Hospitals

Banner Health

UF | College of Medicine UNIVERSITY of FLORIDA

University Hospitals

Montefiore

Penn Medicine DERMATOLOGY *Established 1874*

UW Medicine UNIVERSITY OF WASHINGTON MEDICAL CENTER

UAMS University of Arkansas for Medical Sciences

...and many more

Ready to enhance your community reach and outcomes?

Schedule a call with us at **info@lumahealth.io**