



More Patient Success, Less Staff Burden with Automated Workflows for Organizations Using Oracle Health



Successful, lasting patient relationships are often built through how your organization prioritizes access and engagement. **With staff shortages and busier schedules than ever, optimizing workflows for efficiency is vital.** Not only will automated workflows reduce staff burden, but they ultimately lead to greater patient satisfaction and retention.



The traditional approach of piecing together patient care from disparate solutions, including the Oracle Consumer Framework, is giving way to a more integrated strategy. **Luma unites Oracle Health EHR workflows**, seamlessly combining touchpoints such as scheduling reminders and waitlist offers, **ensuring data accuracy and enhancing overall Patient Success.**

Is Workflow Fragmentation Holding You Back?

Consider these indicators that your organization might be encumbered by an excess of point solutions:



- ☐ Your staff spends excessive time using multiple platforms to manage patient touchpoints
- ☐ Manual cancellation follow-ups are a regular chore, with little to no rebooking success
- ☐ There's a noticeable delay in patient service due to staff workload
- ☐ Concerns arise about patients opting for other providers with more streamlined services
- ☐ Your organization aims to provide a standout patient experience but isn't quite there yet
- ☐ Your call center is inundated with traffic for simple questions that could be self-served

Maximize Workflow Value: Strategies for Patient and Staff Empowerment

Keep it simple! Our in-depth analysis and feedback from the Luma community of Oracle Health customers indicate that with the right automated workflows integrated into their EHR, the following strategies can jumpstart patient outcomes, ensuring better patient and staff satisfaction.

1

Unified Platform

Ensure a cohesive strategy for every patient interaction: scheduling, rebooking, waitlist, intake, post-appointment feedback, recalls, and beyond. If a touchpoint does not enhance or streamline the patient experience, it may be worth reconsidering.

2

Prioritize Bi-Directional Workflows

You've made a big investment into your EHR. When considering workflow automation, focus on solutions that offer long-term value and bi-directional communication with your EHR.

3

Focus on Staff Empowerment

Avoid solutions that could increase staff workload or only address current challenges without considering future scalability. Solutions that don't grow with you may be hindrances in the long term.



Outcomes from the Luma + Oracle Health Community



fewer no-shows in
high-value departments



Reduced no-show appointments
from **17% to 4%** in one year



fewer no-shows while
doubling appointment volume



Ready to join our customers integrating Luma with Oracle Health?

Schedule a call with us at info@lumahealth.io