

SEAMLESS COMMUNICATION TO SUPPORT YOUR CARE DELIVERY



COMMUNICATION DRIVES OUTCOMES.

To provide the best quality of care, everyone from the front desk staff to the chief medical officer has to be on the same page. Too often, poor staff coordination threatens patient outcomes.

BUT HEALTHCARE COMMUNICATION IS BROKEN.



13% of a physician's day is spent on care coordination activities that could be managed by other members of the care team.¹



25% of hospital readmissions could be avoided with better communication between care teams and patient.²

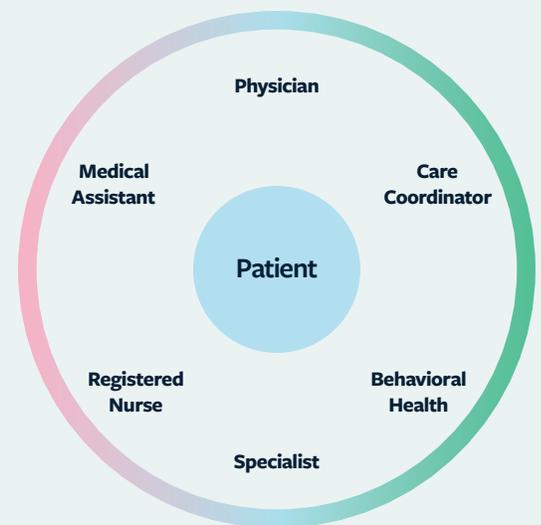


42% of physicians report not having enough time with their patients.¹



\$1.7 billion in malpractice costs are the result of communication failures.³

**TEAM-BASED CARE =
LEVERAGING A TEAM TO
DELIVER PATIENT-CENTERED
CARE AND ACCOMPLISH
PATIENTS' HEALTH GOALS⁴**



Sources:

1: Bodenheimer. The future of primary care: transforming practice. NEJM (2008).

2: Auerbach, et al. (2016). Preventability and Causes of Readmissions in a National Cohort of General Medicine Patients.

3: Gooch. (2016). The chronic problem of communication: Why it's a patient safety issue, and how hospitals can address it.

4: Smith, et al. (2018). Implementing Optimal Team-Based Care to Reduce Clinician Burnout.

5: Wen and Schulman. (2014). Can Team-Based Care Improve Patient Satisfaction? A Systematic Review of Randomized Controlled Trials.

STREAMLINE CARE TEAM COMMUNICATION AND WORKFLOWS WITH LUMA HEALTH

Care teams can now communicate across the entire patient journey in a secure, HIPAA-compliant environment. Simply tag an administrator to send patients to the lab for testing, or tag your behavioral health therapist if a patient is experiencing symptoms of depression.



Collect patient data ahead of the appointment with Mobile Patient Intake



Tag care team members to discuss patient care in a secure environment



Automatically request feedback post-appointment to see how you're doing



Automatically send patients information they need to prepare for an appointment based on appointment type or provider



Easily assign patient questions or requests to members of the care team and close out conversations when they're complete

BENEFITS OF TEAM-BASED CARE

Studies have shown that team-based care can cut costs, boost outcomes, and improve both the patient and provider experience.⁵

- Cut costs by allowing staff to work at the top of their license
- Alleviate burnout by giving providers the team support they need
- Improve patient outcomes through enhanced care coordination
- Improve the patient experience and keep them coming back for care
- Drive revenue by building your patient base and succeeding in value-based payment arrangements

We make smart, simple, and intuitive technology that streamlines the entire patient journey. Learn more about how choosing Luma Health as your technology provider can support your care teams, all while working toward your goals of healthier and happier patients at www.lumahealth.io.

