REDUCE NO-SHOW AND CANCELLATIONS

Keep provider schedules full. Minimize cancellations. Increase access and grow your business.

lumahealth™

HOW MUCH ARE NO-SHOWS AND CANCELLATIONS COSTING YOU?

Empty appointment slots mean lost revenue, wasted staff time, and long wait times for patients.

42
working days
lost provider time every year[1]

12-45
days wait times
for new patients[2]

$150,385
lost revenue
per provider, per year[3]

LUMA HEALTH CUTS YOUR NO-SHOWS IN HALF.

Send patients interactive text message appointment reminders at optimal times in their native language.

Sometimes life happens. Allow patients to easily cancel or reschedule right from their reminder text message.

Don't lose out on revenue. Automatically fill cancelled appointment slots with smart waitlist management.

"I have overheard multiple patients say how much they love text messages!"

Becky,
Clinic Administrator
The Dermatology Clinic

The Dermatology Clinic

lumahealth™

THE NO-SHOW SOLUTION THAT PATIENTS AND PROVIDERS LOVE.

51%
average
patient response rate

79%
decrease
in no-shows

20%
accepted
waitlist offers

LUMA HEALTH'S COMPREHENSIVE SUITE OF SOLUTIONS HELPS YOU DRIVE DOWN NO-SHOWS AND CANCELLATIONS.

Filled schedules help you maximize the patients you see.

Automated reminders and waitlists helps staff focus on delivering a better patient experience.

Convenient solutions for patients mean happier patients that keep coming back.

Luma Health is the only total patient engagement partner working with providers for healthier and happier patients. Learn more about Luma Health and our no-show and cancellation solutions at **www.lumahealth.io**.

Sources:
1: Based on 20 minutes per appointment
2: https://www.merritthawkins.com/news-and-insights/thought-leadership/survey/survey-of-physician-appointment-wait-times/
3: Based on 18.8% average no-show rate (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4714455/), $150 average appointment value, 20.2 daily patient panel