

# INCREASING ACCESS TO CARE FOR COMMUNITY HEALTH CENTER PATIENTS



We built our platform to help you improve access to care. That's why more and more health centers are choosing Luma Health as their patient engagement partner. Whether it's automating outreach to assigned Medicaid patients, or reaching out to patients post-hospital discharge, we've got your patient access and communication needs covered.

## TOTAL PATIENT ENGAGEMENT THROUGHOUT THE ENTIRE CARE JOURNEY

### Reach out to your patient population in their language of choice.

Automate outreach to your patients, whether it's to reengage them in care or invite them to make an appointment for the first time. With Luma Health, send text messages in over 20 languages, and increase assigned patient conversion by 3.8x.\*

Good news! Hayes Valley Health Center has an earlier appointment on March 12 at 12:00pm. You have 15 minutes to reply. Reply YES to book, otherwise ignore this message.

Text message



Nos vemos el 12 de junio a las 10:00am con Dr. Bailey. Favor responder SI para confirmar o NO para cancelar.

Está bien.

Gracias, Jaime! No dude en contactarnos con cualquier pregunta.

Text message



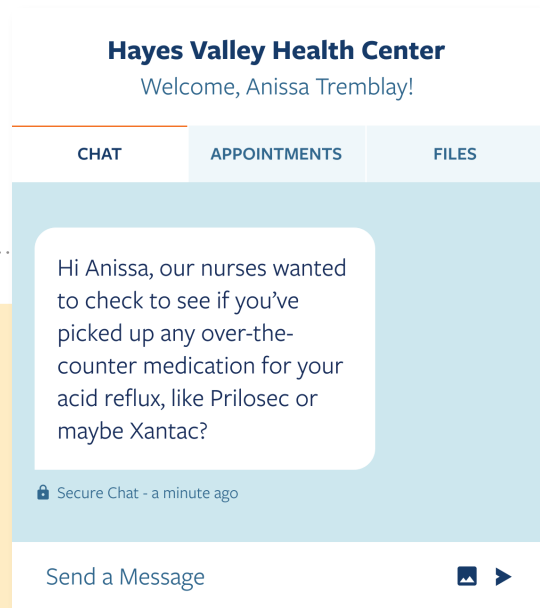
### Grow your health center's capacity.

Decrease no-shows by up to 79% with our automated reminders, and automatically fill empty appointment slots with our smart waitlists. Fuller schedules mean increased capacity to provide needed care to your community.

\*Based on results from Alexander Valley Healthcare

**Drive engagement across each patient's care journey.**

Seamlessly chat with patients in a HIPAA-secure environment, or set up reminders for patients to make an appointment, check-in with their care team, refill their prescription, and more.



**BREAST CANCER SCREENING RATE** 62%



**BLOOD PRESSURE CONTROL RATE** 73%



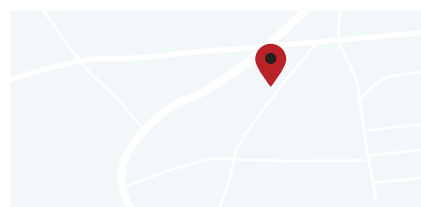
**Exceed your population health goals.**

Help your patients manage their chronic conditions and increase rates of preventive care through targeted, text-first communication. Track your progress as you watch H1ABc and blood pressure levels drop, while preventive screenings go up.

**Harness the power of happy patients, become the provider of choice.**

Luma Health helps you collect patient feedback after every touchpoint, driving happy patients to leave reviews online and collecting actionable insights via HIPAA-compliant forms. Grow patient satisfaction with better communication, and become the provider of choice in your community.

**ALEXANDER VALLEY HEALTHCARE**



**4.8** ★★★★★

57 Google reviews

## EVERYTHING YOU NEED TO INCREASE ACCESS TO CARE



Automated appointment reminders in 20+ languages



Two-way texting and HIPAA-compliant chat to address all your patients' questions



Smart waitlists to help you increase capacity



Easy online scheduling to save you time and scheduling errors



Advanced EHR integration for always accurate, always up-to-date information



We are the only health center in a 20 mile radius, so we have to make sure that we are providing timely access to care. Luma Health offers and confirms appointments at any hour of the day, which allows patients to have quicker access to their primary care and behavioral health providers. Luma Health is not only user friendly—it's patient friendly.”

Samantha Guthman, Chief Operating Officer  
**Alexander Valley Healthcare**

### Join Our Happy Health Center Customers



We make smart, simple, and intuitive technology help you achieve your mission of improving community health. Learn more about how choosing Luma Health as your partner in patient engagement can help you increase access and outcomes at your health center by going to [www.lumahealth.io](http://www.lumahealth.io).