

GI SPECIALISTS OF GEORGIA

Total Patient Engagement for Northwest Atlanta

ENGAGING PATIENTS FOR MEASURABLE RESULTS

GI Specialists of Georgia needed a solution to help them drive down call volume while filling empty appointment slots across their 15 locations. Leveraging Luma Health’s waitlist and appointment reminder features along with other key capabilities, they quickly experienced measurable results including:



99% drop
in phone cancellation



22% drop
in no-show rate



5% growth
in scheduled appointments



30% increase
in ROI

“We had a sense our cancellation rate was going down, but actually seeing a corresponding increase in revenue for our clinic made it super real for us.”

Bill Hambsh, Practice Administrator
GI Specialistes of Georgia



WHY GI CLINICS SHOULD PAY ATTENTION



50% of colonoscopy referrals never actually schedule their procedures



25% of patients give up trying to contact a clinic because of communication barriers



15% of patients didn't even know they had to schedule the procedure



15-30% of patients (even with polyps) don't get a needed follow-up colonoscopy

ADDRESS COMMON MIPS MEASURES

Thinking about MACRA? Luma Health improves care coordination for common gastro procedures and high priority MIPS measures:

- ✓ Age Appropriate Screening Colonoscopy
- ✓ Screening for Hepatocellular Carcinoma (HCC)
- ✓ Follow-Up Interval for Normal Colonoscopy
- ✓ High blood pressure screening

We make smart, simple, and intuitive technology that streamlines the entire patient journey. Learn more about how choosing Luma Health as your technology partner can help position your clinic or system for success, all while working toward your goals of healthier and happier patients at www.lumahealth.io.

