

SALUD FAMILY HEALTH CENTERS

Total Patient Engagement for Colorado's underserved patients

ENGAGING PATIENTS FOR MEASURABLE RESULTS

FQHCs like Salud Family Health Centers are increasing access to high-quality, comprehensive care in hard-to-reach communities all over the country. Leveraging Luma Health's HIPAA-compliant, multilingual, two-way messaging enables better engagement throughout the patient journey. With mobile-first communication, Salud Family Health Centers experienced a dramatic increase in the patients they were reaching.



74% of messages delivered solicited a patient response



1,556 appointments scheduled through attribution messaging in one month



33 additional appointments scheduled per month via Smart Waitlist

“With over 30,000 patients on our attribution list, we couldn't rely on manual phone outreach to get patients in the door. Implementing Luma's automated text outreach and online scheduling systems enabled us to get an additional 1556 patients scheduled in just one month.”

Josh Smith, VP of IT
Salud Family Health Centers

 **Salud**
Family Health Centers

WHY FQHCS SHOULD PAY ATTENTION



20% of Americans can't afford or access health care



Nearly 50% of uninsured, nonelderly adults in the U.S. lack a usual source of care



The onset of a **chronic illness can reduce wages by 18%** over time

LUMA HEALTH CAN HELP YOU ACHIEVE KEY GOALS

- ✓ Streamlining patient outreach
- ✓ Increasing screening rates
- ✓ Improving CAHPS scores
- ✓ Reducing health disparities

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.

