

VACCINE OPERATIONS SOLUTION

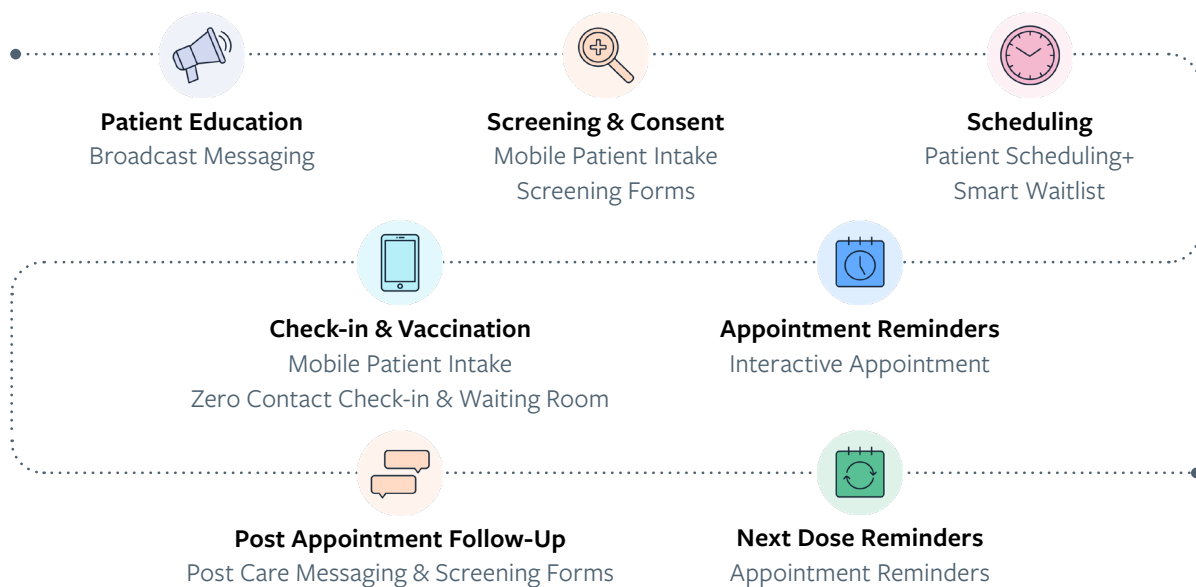
An all-in-one platform to streamline vaccine operations and enhance patient experience, while taking load off your overwhelmed staff & call centers.



CROSS THE DIGITAL DIVIDE WITH LUMA HEALTH

Luma Health's comprehensive vaccine operations solution, powered by its patient-centric conversational chat, helps clinics and healthcare organizations to operationalize vaccine deployment efforts, while staying committed to making it as safe and easy as possible for patients to get the care they need.

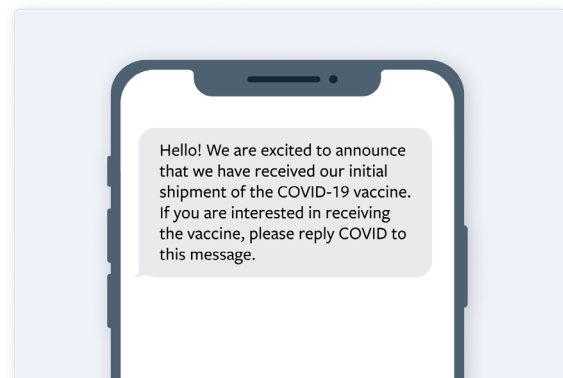
A Unified Platform to Manage Vaccine Operations at Scale

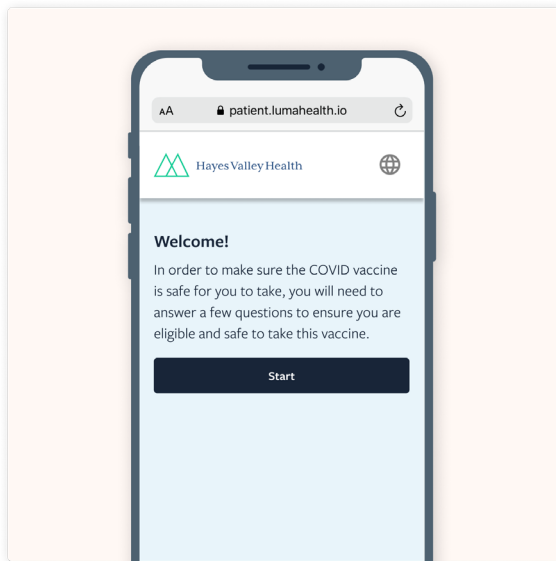


PATIENT EDUCATION



Use Luma Health's **Broadcast Messaging** solution to proactively inform your patients on vaccine availability, eligibility, and administration timelines and address vaccine apprehensions, while reducing inbound calls.





SCREENING & CONSENT

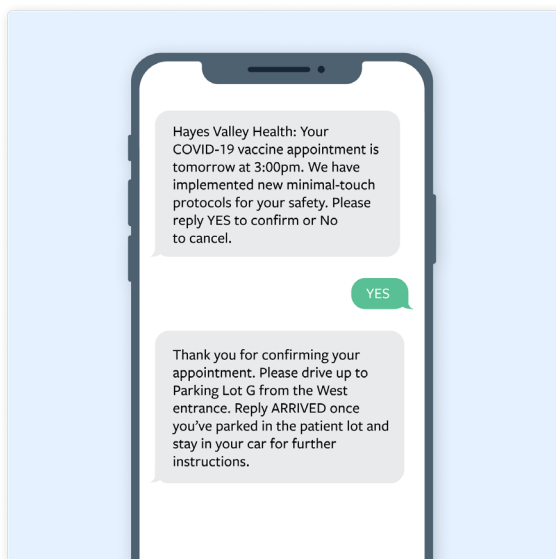
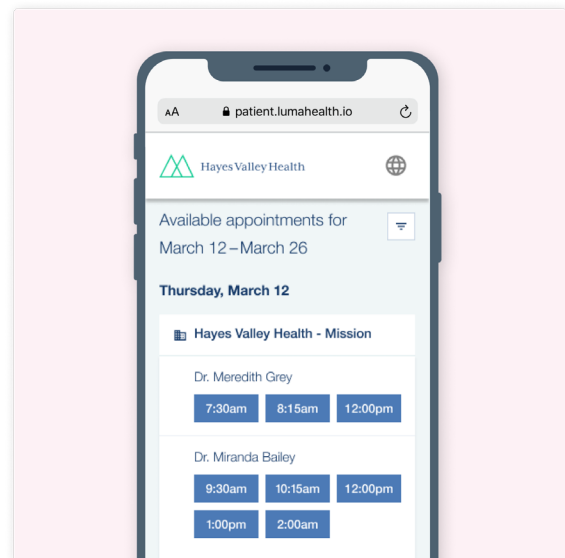


Use Luma Health's **Mobile Patient Intake** solution to automate patient eligibility verification using customized **Self-Screening Surveys**. Once verified, use Luma Health's **Intake Forms** to capture patient consent and collect necessary PHI, to kickstart the patient's vaccination journey.

SCHEDULING



Use Luma Health's **Patient Scheduling+** solution to offer your patients the convenience of online self-scheduling, based on your unique workflows. Luma Health's **Smart Waitlist** tool offers available appointment slots in real-time when other patients cancel or reschedule.



APPOINTMENT REMINDERS

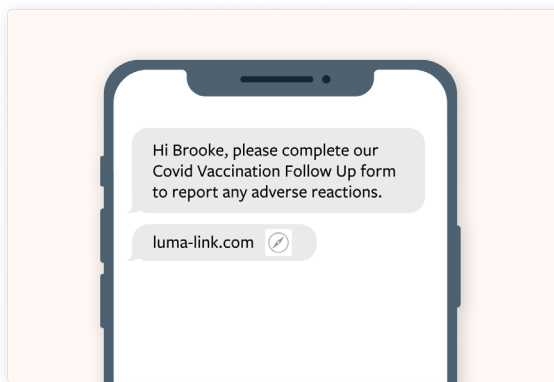
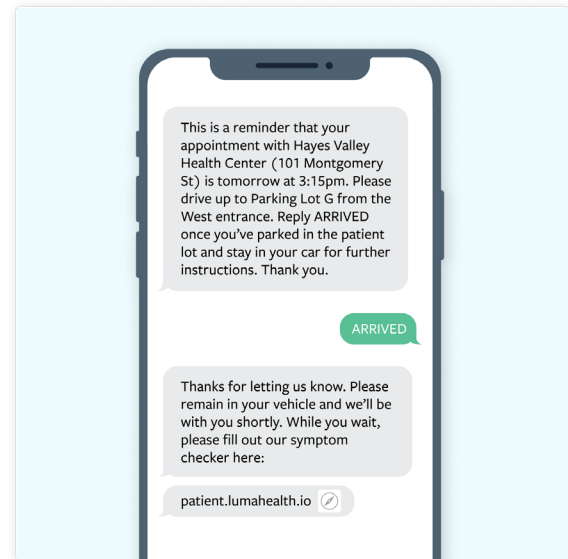


Use Luma Health's automated, multilingual, and **HIPAA-compliant Interactive Appointment Reminders** to reduce no-show rates and phone volumes, manage cancellations, and ensure patients are prepared for the appointment with AI-powered conversational workflows.

CHECK-IN & VACCINATION



Use Luma Health's **Zero Contact Check-in** and **Waiting Room** solutions for patient self check-in and move them through the virtual waiting room with automated text instructions. Luma Health's **Mobile Patient Intake** tools can help capture a patient's insurance information and driver's license in advance, to minimize physical exchange during appointments.



POST APPOINTMENT FOLLOW-UP

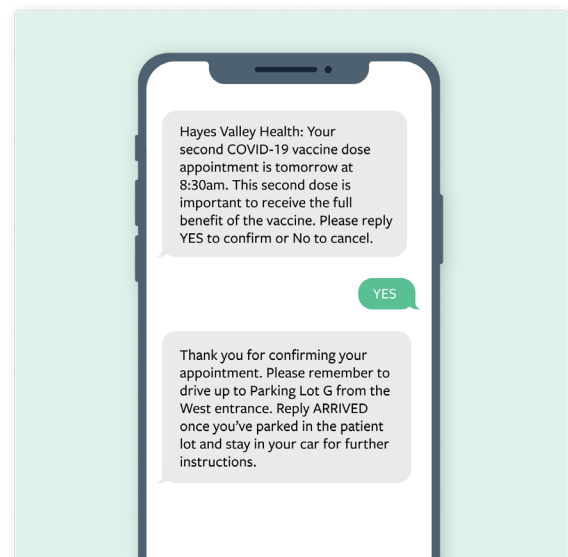


Use Luma Health's **Patient Screening Forms** to prompt vaccine recipients to assess and track their wellness following their appointment, and guide those experiencing adverse events to seek appropriate medical attention, while complying with pharmaco-vigilance requirements.

NEXT DOSE REMINDERS



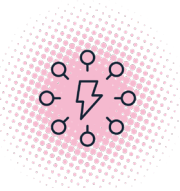
Use Luma Health's **Reminders and Patient Communication** solutions to ensure patients schedule and show up to their booster dose appointments.



LUMA HEALTH'S VACCINE OPERATIONS SOLUTION WILL HELP YOU:

- ✓ Make vaccine information accessible and reduce inbound calls
- ✓ Ensure priority patient populations get vaccinated in a timely manner per CDC guidelines
- ✓ Automatically schedule and manage appointments with reduced staff workload
- ✓ Send automated reminders to reduce no-shows and manage cancellations with smart waitlists
- ✓ Ensure fast and safe vaccine recipient check-in with virtual waiting room
- ✓ Reach out to patients deviating from care plans to ensure booster dose adherence
- ✓ Identify patients for vaccine hesitancy and quell fears
- ✓ Monitor vaccine outcomes and report adverse events

JUMP-START YOUR VACCINE ADMINISTRATION PROGRAM WITH LUMA HEALTH



70+ EHR/PM Integrations

Automate patient communication and maximize your EHR investment



Rapid Go-Live

Leverage our concierge customization & implementation support



Pre-programmed Messages

Improve patient outreach at every step of the vaccination journey



Fully Configurable

Customize your patient's vaccination journey to align with your organization's workflow



Multilingual Messaging

Support HIPAA-Compliant patient communications in 20+ languages



**CONTACT US
TO LEARN MORE**

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