Simplifying the Patient and Staff Experience

By integrating Luma Health with its Epic EHR and patient access workflows, Franciscan can automatically reach out to patients at the right time, with the right message customized to each person's appointment type and history at Franciscan. Luma Health's deep integration saves staff time and helps Franciscan do more with their existing technology.

> ## Franciscan Alliance chose Luma for speed to impact and deep integration.

" We've asked, and Luma Health has delivered. I'd tell peers looking for a patient engagement platform - go with Luma Health."

Mike Higgins,
Director Revenue Cycle Solutions
Franciscan Alliance

Why Franciscan Alliance went with Luma Health

Franciscan Alliance focuses on efficiency, with patient access and IT staff collaborating to create a smoother patient experience. With a **modern, API-first approach**, Franciscan can be more nimble and adapt to their changing needs **without the heavy lift of sharing data files** or HL7 feeds.

## Franciscan is using Luma Health to improve the experience with:

Tailored Outreach

Patients who are seen often for the same appointment need different reminders than a first-time patient, says Higgins. Luma Health customizes outreach based on Franciscan's EHR settings.

More Convenience for Patients

Getting patients all the details they need is a must, so texts are customized by appointment type. With Luma text reminders, Franciscan sees a nearly 70% click-through rate - about 50% more than emails.
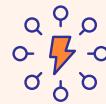
One Source of Truth for Staff

Luma Health integrates with Franciscan's EHR via Epic App Orchard APIs, so staff drive outreach from the system they work in daily. EHR changes update Luma outreach.

Are you ready to level up patient experience through EHR integration like Franciscan? Schedule a demo today.