Innovating for Patient Success

At CommuniCare Health Centers, a large FQHC serving south central Texas, mission-driven care includes a top-tier patient experience. CommuniCare provides 20+ service lines across its growing locations and keeps patients coming back by unifying everything before, during, and after care.

> CommuniCare chose Luma to create a seamless experience integrated with NextGen.

" Patients expect a modern healthcare experience. We're asking, 'What are patients looking for?' Then, we'll figure out a way to do that."

Sean Adams,
VP, Chief Performance & Innovation Officer
CommuniCare

The Details

CommuniCare strives for an easy, delightful, and digital-first experience for its patients, nearly half of whom are pediatric patients. "Everything should feel seamless, so you aren't using many different systems to connect with CommuniCare," said Sean Adams, VP, Chief Performance & Innovation Officer.

CommuniCare is making the care experience easier for patients with:

Easy Online Scheduling

Self-scheduling and Smart Waitlist help patients find times that work for them. In 2 months, patients booked 5000+ family medicine and pediatric visits with Luma.

Automated Reminders

In two months, more than half of patients opted to confirm their appointments via text reminder, saving 6,000 hours of staff time in manual calls.

Patient Feedback Requests

By automatically encouraging patients' feedback, CommuniCare's practices meet their goal of at least a 4.5 average in online review scores.

Are you ready to improve the patient experience like CommuniCare? Schedule a demo today.