

Informed Patients, Increased Capacity

Houston Thyroid & Endocrine Specialists wanted to be able to see more patients, especially those who were unable to access care during standard office hours. HTES increased their availability by sending pre-appointment educational material and reminders with Luma, creating more efficient and high-value appointments.

With Luma, HTES' visit capacity has increased ninefold.

“When the patient arrives at our practice, they're armed with knowledge and come ready with thoughtful questions. Even shorter appointments are much more productive.”

Dr. Medhavi Jogi, Co-Founder and Managing Partner
Houston Thyroid & Endocrine Specialists

HTES provides higher value in each visit with Luma

Learning to manage a new diagnosis can be overwhelming for patients, and they may have many questions for their doctors. To help patients get more value out of their time with a provider, HTES began sending tailored educational content and reminders before visits, which led to:



Higher Engagement

Because new patients are sent pre-appointment information, including educational videos from HTES providers, they're better equipped to ask questions and dig into details during their visits.



More Efficiency

HTES staff no longer need to call patients with pre-appointment reminders, which saves an average of 10 hours each day of staff time. “Now staff can focus on patients instead of leaving voicemails,” said Dr. Jogi.



Expanded Access

With providers and patients on the same page beforehand, visits have dropped from 90 to 15 minutes. The shorter visits allow Dr. Jogi and the HTES team to offer more flexibility for telehealth visits outside of standard office hours.

Ready to engage and educate patients while increasing appointment capacity?
Schedule a Luma demo today.

