

# Integrating with Epic to Superpower Patient Access

Montefiore Health System, a leading academic medical center that serves a diverse population in New York City, including students at Albert Einstein College of Medicine, makes care accessible through a variety of digital touchpoints. By integrating Luma Health with their Epic EHR, Montefiore improves the patient experience from the digital front door through the entire care journey, helping them gain and retain patients.

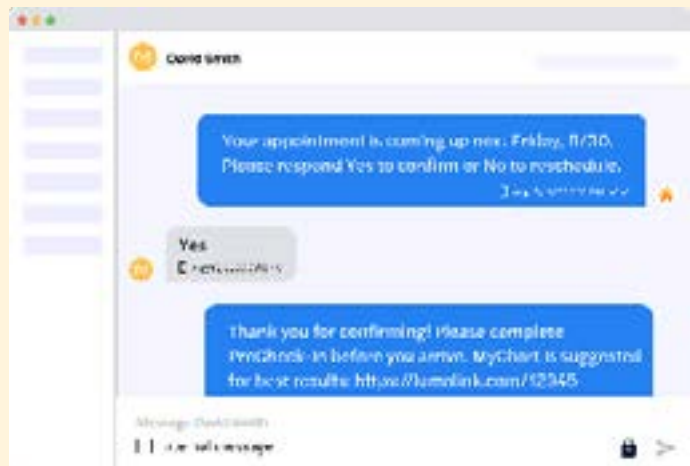
## An EHR-integrated patient and staff experience

Montefiore communicates with patients through multiple channels while keeping the patient's record as the source of truth.

Your appointment is coming up next Friday, 8/30. Please respond Yes to confirm or No to reschedule.

Yes

Thank you for confirming! Please complete PreCheck-In before you arrive. MyChart is suggested for best results: <https://lumalink.com/12345>



We're constantly evolving and creating new ways for patients to engage with Montefiore in the channel of their choice. We have to think about patient experience differently and see what's possible, and Luma Health works alongside us to do that."

Adrin Mammen,  
MS, MBA, FACHE, Associate Vice President and  
PatientAccess Transformation Officer

**Montefiore**

# Partnering for an innovative patient experience

To support a goal of enterprise-wide digital engagement across the care continuum, which Montefiore calls APEP (Automated Patient Engagement Platform), they needed a partner with deep, real-time EHR integration. **Montefiore and Luma Health have co-created innovative workflows for a variety of departments and care initiatives**, including:

## Before care



### Closed-Loop Referral Management

Patients who are referred to Montefiore can schedule via Luma Health text. When they do, both the schedule and the patient's referral in Epic are automatically updated.



### MyChart Activation at Check-In

Patients with an upcoming appointment are prompted to check in with a text message that links directly to Montefiore's MyChart portal – encouraging patients who haven't signed up yet to do so.



### Smart No-Show Follow-up

If a patient doesn't make their appointment, they're automatically texted to reschedule, with openings that match the details of the missed appointment. Within 5 months, 432 no-shows were rebooked using this method.

## During/following care



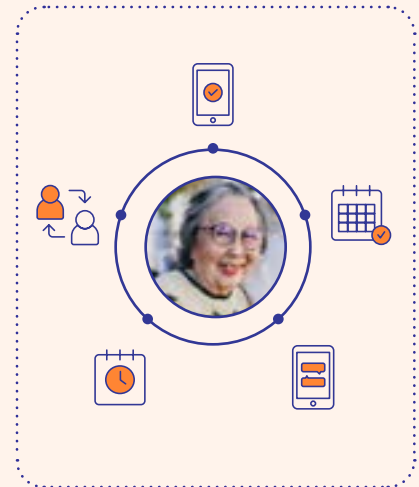
### Scheduling Reminders

When a provider orders a routine phlebotomy lab or x-ray in Epic, patients are prompted to self-schedule via text.



### Surgery Updates for Loved Ones

Using Epic App Orchard APIs, Luma Health delivers text message updates about a patient's surgery status for loved ones' peace of mind.



Are you ready to superpower an EHR-first strategy like Montefiore's? Schedule a demo today.

