

Creating Digital Transformation

OrthoNebraska is one of the leading orthopedic providers in the country, but lacked a digital front door to complement their growth and clinical innovations. With Luma, OrthoNebraska welcomes and guides patients from referral through every moment of their care journey.

In two months, patients scheduled more than 900 appointments online.

“We’re bringing in and retaining patients with our digital front door using Luma, and promoting their trust in OrthoNebraska as a top choice for orthopedic care.”

Nikki Green, Senior Manager of Patient Access
OrthoNebraska

With Luma, OrthoNebraska provides a unified digital front door

With their high volume of complex specialty appointments, OrthoNebraska providers thought digital access for patients would be impossible to streamline. They relied on costly manual communication with patients, which led to staff burnout and patient frustration. “Using Luma, we hope to build even more brand loyalty through added convenience,” said Green.

Now, OrthoNebraska sees:



Filled Appointments

Patients now have 24/7 self-scheduling integrated with appointment availability in the Cerner EHR. “The added convenience has given us a competitive edge,” said Green.



Increased Job Satisfaction

Busy nurses often had to fit in time to respond to patients’ voicemails about post-op care. With Luma, they respond via text to patients’ questions and photo updates, allowing the team to multitask.



Happier Patients

92% of overnight stay patients recommend OrthoNebraska via automated requests for feedback – a 20% difference from the national average.

Create a digital transformation like OrthoNebraska: Schedule a demo today.

