

More Efficiency, Better Patient Care

At Seaview Orthopaedic & Medical Associates (Seaview Orthopaedics), staff could barely keep up with manual tasks – making reminder phone calls, approving appointment requests, managing paper forms, and more. Integrating Luma with their eCW EHR has freed up hundreds of hours for staff that can now be spent with patients, helping Seaview serve more people.

Seaview no longer needs additional FTEs dedicated to manual follow-up.

“ We want the patient and staff experience to be amazing. When Luma takes a task off a staff member’s plate, that’s time they can spend with the patient.”

Micheal Gibson, Director of Marketing,
Business Development, & Patient Engagement
Seaview Orthopaedics

With Luma, Seaview improved the experience across locations

Hours of time spent on manual tasks wasn’t just impacting day-to-day operations, says Christina Flaherty, Director of Project Management, but also Seaview’s long-term growth. “**We’re always looking to grow, and we had to simplify the patient and staff experience** to do that.” Now, Seaview’s staff benefit from:



Happier Staff

With Luma’s EHR integration, staff have said goodbye to manually transcribing patient details in different systems. “Our staff were immediately able to spend more time with patients,” said Flaherty.



Digital Patient Experience

Automatic reminders, online forms, and mobile check-in have transformed appointment day. “Patients love how simple things are,” said Gibson. “It’s a big improvement over Healow.”



More Revenue Capacity

Bottlenecks in Seaview’s waiting rooms have virtually disappeared now that patients complete paperwork from home. Now, extra waiting room space has been converted to physical therapy rooms.

Are you ready to achieve outcomes like Seaview’s? Schedule a demo today.

