

Increasing Access to Preventive Care

At Alexander Valley Healthcare, over 5,000 patients walk through their doors each year, many of whom rely on AVH for care as their only nearby provider. AVH used Luma to reach more patients, including Spanish-speaking and attributed patients, and assist them at every step of the care journey.

With Luma, 30% more patients scheduled preventive screenings

“As the only health center in a 20-mile radius, we want to make sure our neighbors are connected to the care they need. With Luma, our patients have quicker access to their providers.”

Samantha Guthman,
Chief Operating Officer
Alexander Valley Healthcare

How AVH uses Luma for a stronger patient connection:

Mobile-first communication helped Alexander Valley Healthcare reach patients right where they are, enabling more people to receive the right care. **With Luma, 38% of newly attributed patients made a care appointment.**

Alexander Valley Healthcare more consistently reaches their patients with:



Population Health Outreach

As an FQHC, AVH is responsible for caring for attributed patients and closing care gaps like cervical cancer screenings. AVH automatically reaches out to patients who need to be seen with a link to schedule.



Multilingual Messaging

Although AVH serves a one-third Hispanic community, they didn't have a consistent way to reach patients in Spanish. With Luma messages in the patient's preferred language, AVH reached 15% more Spanish-speaking patients.



Patient Feedback

AVH uses automated texts to prompt patients for their feedback. With Luma, 82% of patients have responded with positive reviews post-appointment. This invaluable feedback better positions AVH for grant opportunities to reach even more patients.

Ready to reach more patients like Alexander Valley Healthcare? Schedule a Luma demo today.

