

Faster, More Efficient Patient Communication

At GPW Health Center, staff struggled to reach patients with manual phone calls, which led to high no-shows and fewer patients coming in for care. By using Luma integrated with their eClinicalWorks EHR to connect with patients when and where it's convenient for them, GPW has improved patient satisfaction and access.

GPW gained \$30,000 in revenue in 7 months by matching patients with open appointments.

“The new system achieved everything we desired. The platform's deep integration with eCW ensures that the automation from Luma is automatically saved and updated in the EHR.”

David Calderon, Chief Operating Officer
GPW Health Center

Why GPW Health Center went with Luma

For GPW Health Center, improving patient outreach, reducing manual work for staff, and simplifying scheduling for patients were must-haves. With Luma, staff spend less time on manual phone calls and voicemails, and patients are able to find appointments that are convenient for them.

GPW is using Luma to improve the experience with:



Faster Patient Communication

Previously, GPW relied on paper mailers to reach patients with details like referrals or test results. Luma helps providers reach patients right away.



Fewer No-Shows

Patients can make changes to their appointments right from automated Luma reminders – no manual phone calls needed. No-show rates have dropped from 32% to 22% across practices.



Happier Patients

Patients appreciate being able to easily provide feedback through Luma, says Calderon. Positive online reviews have doubled, reaching an all-time high.

Ready to engage patients and improve experiences like GPW Health Center?
Schedule a demo today.

