Smart Rebooking

Go beyond reminders to make your patients – and your business – more successful. When life happens and patients can't make an appointment, letting them quickly choose a new time and sign up for waitlist offers via text means fewer headaches, fewer phone calls, and fewer unused schedule spots.

PATIENT SUCCESS

No-stress rebooking, in seconds

If a patient responds to a reminder that they can no longer make the appointment, Luma automatically sends an option to rebook. And if they need something sooner, signing up for the waitlist is quick and easy.

» **Customer Outcomes**

At Tribe 513, 95% of open appointments offered via Luma's smart waitlist are filled.

Ruth, 74 | Retiree
Out of town visiting grandchildren and can't make original appointment time.

1. **Text-based reminder**
2. **Easy cancellation**
3. **New appointment offer**
   Additional option to offer specific available times
4. **Added to waitlist**

Hi Ruth, you have an appointment on July 26th at 2:30PM with Dr. Potluri. Respond YES to confirm or NO to cancel.

NO

Ruth, your appointment is canceled. Click here to book a new time: https://hayesvalley.schedule

Thank you for scheduling with Dr. Potluri on August 15 at 8:00AM. Need a sooner time? Respond YES to be notified when a new slot is available.

YES

Full schedules and higher revenue

An easy way for patients to let you know that they can't make it means better visibility for your staff into the day's openings. Offering open slots helps **patients get in for the care they need while filling your schedule.**
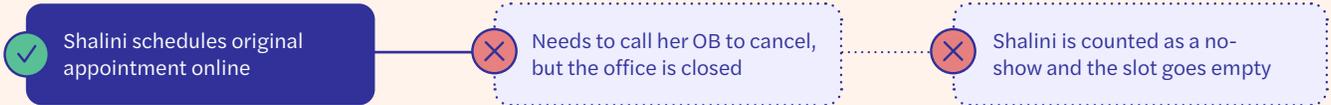
⟫ Customer Outcomes

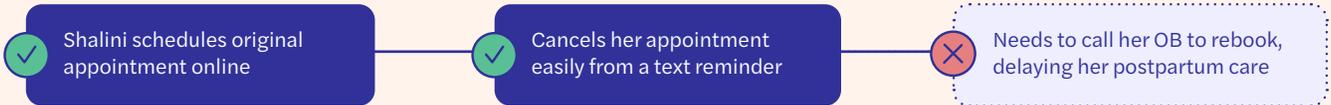At GPW Health Center, the option to rebook from a text reduced no-shows by 11%.

Shalini, 32 | New Mom

Baby Alya comes down with an earache the night before Shalini's postpartum checkup.
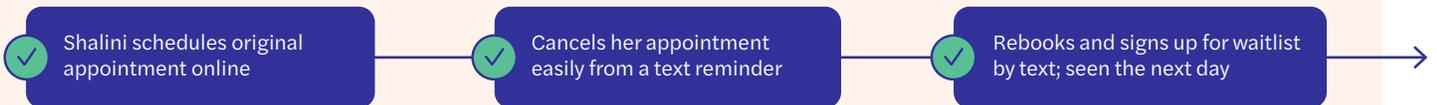
Good

✓ Shalini schedules original appointment online — ✗ Needs to call her OB to cancel, but the office is closed ⋯⋯ ✗ Shalini is counted as a no-show and the slot goes empty

Better

✓ Shalini schedules original appointment online — ✓ Cancels her appointment easily from a text reminder — ✗ Needs to call her OB to rebook, delaying her postpartum care

Best

✓ Shalini schedules original appointment online — ✓ Cancels her appointment easily from a text reminder — ✓ Rebooks and signs up for waitlist by text; seen the next day →

Powered by the Patient Success Platform™

⚡ **Integration with your EHR**
✓ EHR stays your source of truth

⚡ **Multilingual reminders**
✓ Reaches more patients

⚡ **Natural language processing**
✓ Understands a variety of responses

Interested in Smart Rebooking? Schedule a call with us at **info@lumahealth.io**