

Filling Appointments with Reminders & Waitlist

As one of the top urology facilities in their state, Mississippi Urology Clinic experiences a high volume of patients each day, with many of their referrals coming from different hospitals across the region. With Luma, MUC removes unnecessary complexity and makes scheduling specialty care easy for patients.

Mississippi Urology Clinic fills 45% of appointment offers with Luma.

“Speciality care itself can be complex, but getting an appointment shouldn’t be. Luma makes it easy for patients to get in our doors and get the care they need.”

Patricia Sanders,
Office Manager
Mississippi Urology Clinic

How Mississippi Urology Clinic fills more appointments with Luma

Before partnering with Luma, MUC experienced a higher no-show rate due to last-minute schedule or weather changes. With text-first communication, **they’re better able to fill empty time slots and communicate quickly with patients.**

Now, MUC manages schedules more easily with:



One-to-Many Outreach

Before, clinic closures or outages meant contacting each patient individually. Now, “broadcasts quickly reach many patients at once with a last-minute update, like informing them when a doctor is out of the office,” said Sanders.



Pre-Visit Reminders

MUC patients automatically receive reminders 7 days, 3 days, and 3 hours before their appointment, without manual phone calls from staff. On average, nearly half of MUC patients respond to these reminders.



Automated Waitlist Offers

If a patient can’t make it to an upcoming appointment, their newly open time slot is automatically offered to another patient via text. 45% of MUC’s appointment offers have been filled since implementation.

Improve your speciality appointment fill rate like Mississippi Urology Clinic:
Schedule a demo today.

