![luma™ | TRIBE 513 logos]

Smarter Appointment Management with Luma

With care tailored for every stage of life, Tribe 513 needed a consistent way to communicate with a diverse patient base. A previous reminder-only system didn't integrate well with their EHR, leaving appointments unfilled. Switching to Luma has helped Tribe 513 better communicate with patients and fill their schedule.

> ## Tribe 513 fills 95% of waitlist appointments with Luma.

" Before Luma, we poured countless hours and resources into manually managing our waitlist. Now, our staff gets more face-to-face time with patients and we utilize our schedule more effectively."

April Bishop,
Brio Live Answer Coordinator
Tribe 513

How Tribe 513 keeps their schedules full

From gynecology and obstetrics to family medicine, Tribe 513 comprises multiple practices working together to meet a variety of patient needs. EHR-integrated, actionable communication across the offices and the centralized call center is vital in retaining patients throughout their entire care journey.

With Luma, Tribe 513 patients have the power to manage appointments:

Text-First Scheduling

Instead of centralized call center agents manually sorting through the 60+ provider schedules to help patients book appointments, patients can self-schedule the right appointments on their phones.

Easy Cancellation & Rebooking

"Patients love that they are sent a text to rebook or cancel and have a 10 minute window to respond. It's convenient when you're juggling a busy life or 9-5 job," said Vonda Martin, Coordinator, Parkside and BFC Live Answer.

Return Visits

Before, team members spent hours of their day manually calling patients on the waitlist. Now, Tribe 513 providers have more time to focus on next level care. "We've gained a full team member back since we have automated our scheduling," said April Bishop.

Step up your communication like Tribe 513: Schedule a Luma demo today.