Patient Referral Management

Make connecting with your world-class specialists as simple as a text. You choose who is invited to schedule. Scheduling details and automated follow-up help convert soon-to-be-patients to returning ones.

BRINGING PATIENTS IN

Simple, one-to-many patient scheduling invites

Patients who have been referred to you get invitations to schedule via their preferred messaging channel – all corresponding to the right providers and appointment details in your EHR. By offering patients an actionable way to see your specialists, your organization creates a successful experience and patient loyalty from Day One.

» **Customer Outcomes**

At University of Washington, 25% of contacted patients schedule with high-value specialties, keeping schedules full even without open scheduling.

Katie, 35 | Business Analyst
Referred to a fertility specialist for an IVF consultation.

Hi Katie! Your doctor, Nadiya Basu, has referred you to Hayes Valley Fertility to see Maria Hernandez. Call us at 608-555-0100 to schedule.

1. **Outreach to referred patients with scheduling instructions**

Hi Katie, this is a reminder to schedule your appointment at Hayes Valley Fertility with Maria Hernandez.

2. **Automated reminders until patient schedules**

Katie, it's time for your follow-up appointment with Maria Hernandez. Click here to schedule: https://hayesvalley.schedule.

3. **Follow-up to keep patient coming back**

Automated follow-up to bring referred patients in

Timely follow-up prompts to patients who haven't yet scheduled prevents referral leakage. When a patient schedules, Luma receives the update from your EHR so the patient no longer receives these reminders. This convenient, text-first experience cuts down on phone tag and differentiates your organization.
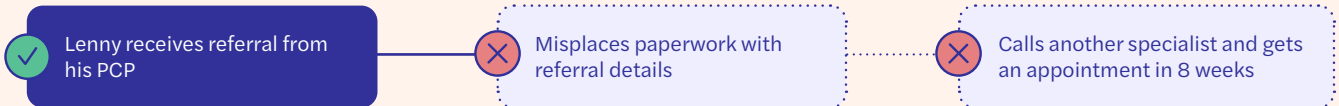
❯❯ Customer Outcomes

At Montefiore, referrals are in sync with the Epic EHR, without additional work from staff.
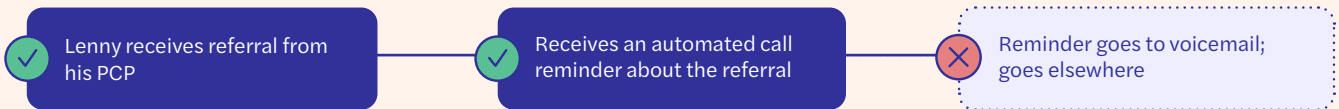

Lenny, 63 | High School Math Teacher

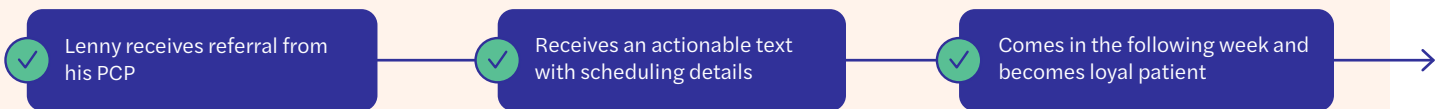Referred to a neurologist to help manage persistent migraines.

Good

✓ Lenny receives referral from his PCP → ✕ Misplaces paperwork with referral details ⋯ ✕ Calls another specialist and gets an appointment in 8 weeks

Better

✓ Lenny receives referral from his PCP → ✓ Receives an automated call reminder about the referral → ✕ Reminder goes to voicemail; goes elsewhere

Best

✓ Lenny receives referral from his PCP → ✓ Receives an actionable text with scheduling details → ✓ Comes in the following week and becomes loyal patient →

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

Ready to bring in patients for your world-class specialty care?
Schedule a call with us at **info@lumahealth.io**