

Scalable Access for a Large Patient Population

For over 180 years, Cook County Health has served the second-largest county in the United States. Half a million people across the Chicagoland region receive care at a Cook County Health facility. CCH needed a way to meet each patient's needs with efficiency and care, even during times of high volume.

CCH manages communication across 300+ locations using Luma

“ We need a partner that can handle whatever we throw their way. Luma always delivers - whether that's deep scheduling integrating into Cerner, scalable vaccine operations, patient outreach, or flexible messaging capabilities.”

Adam Weber,
Executive Director of Operations and Support Services
Cook County Health

How Cook County Health transformed their digital communication:

CCH needed a solution that could handle 4,000-5,000 transactions per second and half a million patients on their portal at any moment. **With now over a million COVID-19 vaccine and booster appointments scheduled and facilitated through Luma, digital patient communication is smoother than ever.**

With Luma, CCH reaches more people than before with:



QR code intake

In times of high volume, a custom QR code-based Luma intake workflow got patients through the door fast. This easily accessible touchpoint saved patients and staff time from processing manual intake forms.



Multilingual communication

Since going live with Luma, CCH has sent over 6 million personalized text messages to patients across SMS, text, and voice – including two-way communication with patients in English, Spanish, Polish, Portuguese, Russian, and Chinese.



Appointment reminders

Automated appointment reminders help prevent no-shows and keep Cook County's schedules full. CCH has sent over 4.9 million appointment reminders since partnering with Luma.

Are you ready to communicate with patients at scale like Cook County Health?
Schedule a Luma demo today.

