

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 Medicine, 25% of referred patients schedule, keeping schedules full with high-value specialty appointments.



Katie, 35 | Business Analyst

Referred to a fertility specialist for an IVF consultation.

- 1 Outreach to referred patients with scheduling instructions
- 2 Automated reminders until patient schedules
- 3 Follow-up to keep patient coming back

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

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

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

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.



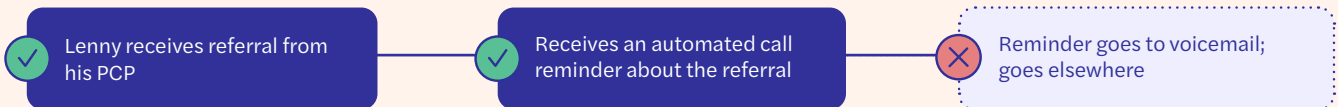
Lenny, 63 | High School Math Teacher

Referred to a neurologist to help manage persistent migraines.

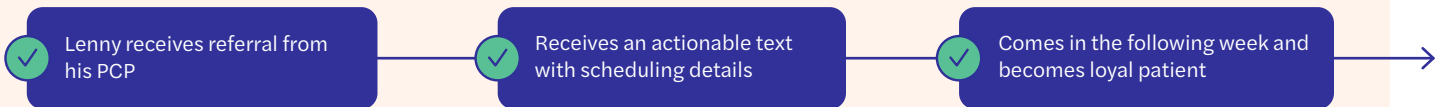
Good



Better



Best



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

