



Luma for FQHCs

Bring more underserved patients in for the care and resources you provide. With Luma, you can reach them no matter where they are in their journey, what language they speak, or what communication channel they prefer. Meanwhile, your revenue and quality measure scores go up.

Automated, simple, EHR-integrated

Luma can help your staff step away from the phones and spend more time with patients:

- ✓ Reduce phone calls and staff time with text-first communication and mobile intake
- ✓ Get attributed patients/MWOV in with attribution list outreach
- ✓ Bring patients back for preventive care with easy recalls and broadcast messaging
- ✓ Reach patients who don't use a portal and encourage them to schedule
- ✓ Fill your schedule with actionable reminders, cancellation & rebooking, and Smart Waitlist offers

What sets Luma apart

- » Serve over 100+ FQHCs
- » Partnered with primary care associations across the US
- » HIPAA-compliant; SOC2- and HITRUST-certified
- » Integrated with 80+ EHRs, including eClinicalWorks and NextGen, as well as systems like Azara Healthcare

Outcomes from the Luma Health community

Alexander Valley Healthcare

Scheduled 30% more preventive screenings and 38% more attributed patients.



CommuniCare Health Centers

Saved an average of 3,000+ hours of time valued at \$41,500 per month.



GPW Health Center

Reduced no-shows by 11% and filled open appointments with Smart Waitlist.



A multilingual, responsive platform to meet your patients' needs

Luma is designed to meet the needs of a diverse patient population, so you can reach patients keep them on the schedule, and ultimately provide them with the best possible care.

The diagram illustrates a patient message in Spanish: "Hola Camila, su cita con el Dr. Jennifer Chan en Hayes Valley Health (1801 Spruce St) es el 21 Sept a las 9:45 AM. Responda SI para confirmar o NO para cancelar." This message is shown in a grey speech bubble. To the left, a blue box labeled "Understands a variety of responses" points to a green button with a thumbs-down icon and the text "necesito reprogramar". Below the original message, a grey speech bubble shows the response: "Gracias para cancelar su cita. Para reprogramar, por favor reserve aquí: <https://hayesvalley.org/schedule>". To the right, eight buttons display the original message translated into various languages, each with a corresponding flag icon: Spanish (Hola Camila), Chinese (你好 Camila), French (Bonjour Camila), Bengali (হ্যালো Camila), Portuguese (Olá Camila), Vietnamese (Xin chào Camila), Haitian Creole (Bonjou Camila), and Sinhala (සීගවසුරු Camila).

“ Reaching our elderly patients - in both English and Spanish - was so easy with Luma. This is the highest engagement I've ever seen.”

Gaby Bernal,
Chief Operating Officer



...and many more

Ready to enhance your community reach and outcomes?

Schedule a call with us at info@lumahealth.io