Convenient, Personalized Care for All

Piedmont Access to Health Services, Inc. (PATHS) focuses on providing comprehensive care to their central Virginia community, regardless of each patient's ability to pay. Offering a full array of services from dental and women's health to primary care and beyond, PATHS partnered with Luma to empower patients to be proactive in their care journey through appointment reminders, waitlist offers, reviews, and more.

Over 60% of patients get waitlist offers to be seen sooner

" Luma has helped PATHS amplify our reach into the community and make sure our neighbors stay connected to the care they need."

LaTonya Mays-Terry, Patient Service Representative Trainer
PATHS

How PATHS modernized appointment access using Luma

PATHS is an FQHC and "it's vital for us to ensure patients are not susceptible to missing the care they need," said Mays-Terry. Because PATHS' manual customer service processes led to unfilled appointments and care gaps, their team wanted current patients to feel more ownership of their healthcare journey through expanded access to appointments and providers.

With Luma, PATHS patients are empowered through:

Individualized care

Staff previously spent hours on manual workflows like reminder calls. With a text-first workflow, "Our front desk spends more time providing care to patients in the office," said Mays-Terry. "This customer service is an important way we fill care gaps."

Earlier appointment reminders

Previously, PATHS patients received reminder calls one day before their appointments, which didn't give enough lead time to avoid no-shows and last-minute cancellations. Now, PATHS sends text reminders starting a week before each patient's visit.

Patient feedback

"We wanted to learn how to better meet the needs of our patients. With Luma, we ask patients to immediately rate and review us, which has both changed our customer service workflows, but also increased our NPS average to 89.58," said Mays-Terry.

Are you ready to empower your patients and staff like PATHS? Schedule a Luma demo today.