

Patient Recalls and Preventive Care Outreach

Reach patients, no matter where they are in their journey, what language they speak, or the communication channel they prefer. Designed to meet the needs of a diverse patient population, Luma enables you to seamlessly reach patients, keep them on the schedule, and ultimately provide them with the best possible care.

ELIMINATING CARE GAPS

Quickly connect with new and existing patients

Simple, EHR-integrated broadcast outreach allows your staff to quickly connect with patient populations and prompt each person to schedule the appointments they need. Instead of manual calls down a list, one click lets your staff message entire groups of patients – even those who haven't yet been seen at your organization – via their preferred language and communication channel.

>> Customer Outcomes

Alexander Valley Health scheduled 30% more preventive screenings, with 38% more attributed patients receiving care.



Henry, 45 | Dad of three

Now at the age the CDC advises for preventive colorectal cancer screenings.

- 1 **Direct outreach to patients**
- 2 **Scheduling instructions**
- 3 **Follow-up to keep patient coming back and staying healthy**

Monday 10:00 AM

Hi Henry, it's time for your annual colonoscopy appointment at Kuhio Clinic. Click here to schedule: <https://hayesvalley.schedule>.

Thanks for scheduling your colonoscopy on March 14, at 10 am. Would you like to also schedule a primary care screening?

Today 11:30 AM

Henry, your visit with Dr. Tanaka is April 20 at 3PM. Respond YES to confirm or NO to cancel.

YES

Keep patients on your schedule

Automated recall reminders ensure patients receive follow-up care without additional work from staff. The reminders are actionable, allowing patients to schedule, cancel, and rebook by SMS. EHR integration tracks whether a patient has scheduled, sending scheduling nudges or pre-visit reminders as needed to keep your schedule full and patients up to date.

>> Customer Outcomes

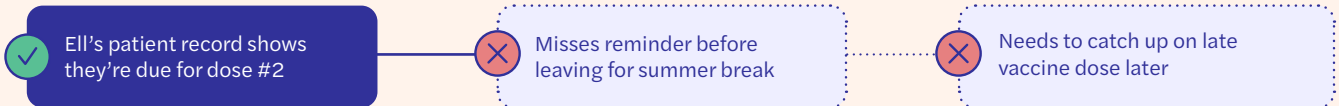
Cook County Health has sent over 4.9 million appointment reminders to bring patients in for important vaccinations.



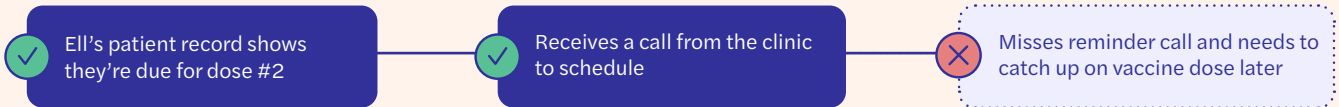
Ell, 20 | College student

Due for HPV vaccine follow-up.

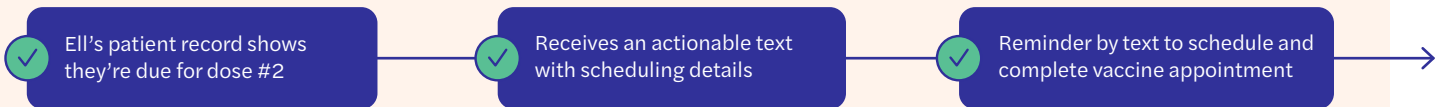
Good



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 preventive care?
Schedule a call with us at info@lumahealth.io

