

# Complete Patient Intake

**Save staff and patients time with a digital front desk.** Text-first reminders to complete intake forms, digital form completion and insurance card upload, and contactless check-in let patients skip the waiting room. Discrete EHR integration means no transcribing paper forms or double-documenting for staff.

## FOR PATIENTS

### 24/7 customized digital front desk

Before appointment day, each patient gets the right forms for them (*HIPAA, consents, clinical questionnaires, and more*) tailored to their appointment and care journey. Easy, mobile-first check-in flows let patients upload insurance, pay copays, and more from home. When they arrive, contactless check-in lets them head right back to the visit room with SMS instructions from staff.

### >> Customer Outcomes

St. Paul Eye Clinic has reduced intake time by 11 minutes per patient.



**Josiah, 22 | College athlete**

Experiences knee pain after soccer practice.

1 Automated outreach before appointments

2 Easy way for patients to complete paperwork

3 EHR pushback  
*based on discrete EHR integration*

4 Zero-contact check-in

Josiah, your appointment with Dr. Basu is Tuesday 12/2 at 9AM. Respond YES to confirm or NO to cancel.

Yes

Please complete your intake paperwork before you arrive:  
<https://hayesvalley.link.com/>

Hi Josiah, we're looking forward to seeing you for your appointment at 9AM. When you arrive, reply HERE and wait in your car while we check you in or give us a call at [+\(415\) 555-4522](tel:+14155554522) to schedule your appointment. We look forward to seeing you soon!

## Automated intake workflows

Luma's automated workflows give staff hours of time back in their day and cut down on paper forms. Patients automatically receive the right intake forms for them, and patients' responses are sent to the EHR automatically. Streamlined intake and check-in reduce wait times and let staff focus their time elsewhere.

### >> Customer Outcomes

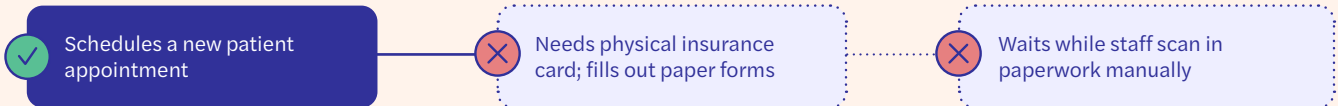
At Phelps Memorial Health Center, 84% of patients sent Luma forms complete the forms before their visits.



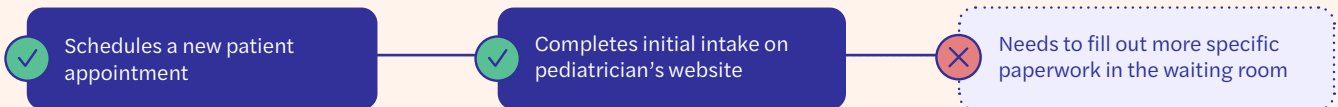
**Nia, 44** | Photographer, Mom of 2

Establishing care with a new pediatrician.

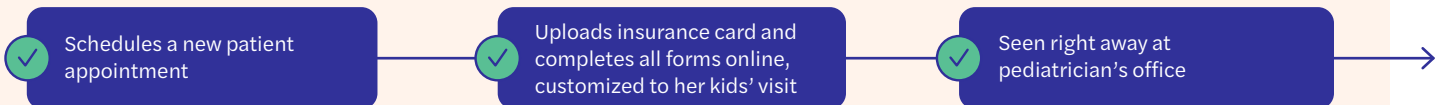
#### Good





#### 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 make intake more stress-free?

Schedule a call with us at [info@lumahealth.io](mailto:info@lumahealth.io)

