

# EHR-Integrated Access Across the Health System

Maury Regional Health, a not-for-profit health system in a crowded Nashville-area healthcare market, provides high-quality health services for any patient need. With a wide variety of services and locations, MRH needed an automated way to reach patients and keep schedules full. Luma integrates with MRH's Cerner EHR to streamline the patient and staff experience across the system.

MRH reduced ambulatory no-show rates from 10% to 8% while doubling appointment volume

“Luma’s integration with Cerner has been of immense value, allowing us to have standardization and personalization at the same time and ensuring that our business is meeting the needs of a wide variety of patients.”

Greg Whitlock, CIO  
Maury Regional Health

## How Maury Regional Health standardized patient-staff communication with Luma:

“Our goal is giving patients more access to care when and where it’s convenient,” said Renee McKibben, MRH’s Regional Operations Director. In particular, complex specialty appointments were difficult for patients to schedule or change, and lack of standardization caused extra manual work for staff. Standardized self-service options that were still customized to each patient were must-haves to meet MRH’s needs.

## With Luma, MRH sees:



### Fewer high-cost no-shows

Specialties like rheumatology book several months in advance, and after a long wait patients often missed appointments or necessary prep instructions, said McKibben. Actionable reminders help patients prepare, reducing ambulatory no-shows from 10% to 8%.



### Easier schedule changes

“We’ve all got our phones with us all the time, so allowing patients to reschedule by text gives them easier access to MRH,” said Whitlock. Now, about 100 patients per month reschedule their appointments by text – reducing phone calls and potential missed appointments.



### Seamless EHR integration

Reminders are sent automatically based on the EHR schedule, and schedule changes are written back directly into Maury Regional Health’s Cerner Scheduling Appointment Book. “The integration with Cerner has been incredibly valuable,” said McKibben.

Ready to streamline patient and staff communication like Maury Regional Health?  
Schedule a Luma demo today.

