

Caring for NYC's Underserved Population

Ryan Health has long been a cornerstone of its New York community, as one of the first federally qualified health centers (FQHCs) in the state. Focusing on their underserved neighbors without insurance coverage, the team at Ryan Health often makes real-time decisions to meet an immediate need in their community. Using Luma, they reach patients quickly to fill schedules and bring patients in for preventive care.

Ryan Health reaches patients in 35 different languages using Luma

“ Ryan Health fills a unique need for the underserved population in New York. When a patient walks through our doors, they can get primary care, but also dental, vision, psychiatric, cardiovascular, and so many more services.”

Brian McIndoe, President & CEO
Ryan Health

How Ryan Health makes care more accessible using Luma

“It is vital for our community to know they have the respect and dignity they deserve when they come to Ryan Health for care. **Luma helps us extend our reach to our neighbors and serve even more people,**” said Sam Bartels, executive director of Ryan Health’s mobile, West 97th Street, and Wadsworth locations.

Ryan Health uses Luma to provide:



Population Health Reminders

Ryan Health and Luma co-designed an innovative workflow to reach patients who are due for care such as mammograms or HIV screenings. 73% of patients respond to reminder messages sent in Spanish.



Access Anytime, Anywhere

“It’s not feasible to ask patients to wait until 8AM the next day,” said Farooq Ajmal, CIO at Ryan Health. “With Luma, patients have 24/7 access. I’ve even seen patients change appointments on Saturday at 2AM.”



More Staff Availability

Automated waitlist offers let staff spend time providing translation, care navigation, and other services. Better schedule utilization has also increased revenue by more than \$300,000 within six months.

Increase patient access like Ryan Health. Schedule a Luma demo today.

