luma™ | **st.paul eye clinic** P.A.

Faster, More Streamlined Patient Intake

St. Paul Eye Clinic has served patients in Minnesota and Wisconsin for over fifty years, and was ready to modernize their manual patient communication workflows. The busy clinics schedule over 10,000 appointments monthly and needed a streamlined intake process, to ensure patients have an easy and enjoyable experience throughout.

> With Luma, the average in-office intake process decreased from 15 minutes to 4 minutes.

" I want patients to feel like making an eye appointment is the easiest thing they've ever done. Already, Luma has helped tremendously with that."

Kristine Poindexter
Director of Operations
St. Paul Eye Clinic

Why St. Paul Eye Clinic chose Luma:

Ophthalmology appointments often require complex medical information from patients before appointments. Before Luma, there wasn't a process to request these details in advance, leading to long waits in the office. By automatically reminding patients to complete visit prep online, Luma has "saved us so much time," said Poindexter. "Patients come in and have their forms already done."

St. Paul Eye Clinic transformed their manual processes through:

Pre-Visit Intake Forms

While the complexities of pre-appointment eye care haven't changed, now 82% of patients have their paperwork done before visits. The advance prep saves an average of 11 minutes per patient in the office.

Broadcast Messages

"When we get a snow day or a provider is out, we can communicate with all our patients at once, so staff can focus on patients in the office instead of manually calling," said Poindexter. As a result of increased staff efficiency, in-office wait times have decreased.

Appointment Reminders

As part of pre-visit communication, St. Paul Eye Clinic reminds patients to confirm or cancel via text. Nearly half now confirm their appointments, and Luma automatically offers canceled slots to other patients on St. Paul's in-demand waitlist.

Streamline your patient intake like St. Paul Eye Clinic. Schedule a Luma demo today.