

A MEDITECH-Integrated Solution for Specialized Care



Patient intake completed pre-appointment



Phelps Memorial appointments confirmed with a Luma reminder



Patients using Luma outreach

Reducing care gaps with 24/7 patient access

Located in Holdrege, Nebraska, Phelps Memorial Health Center is a 25-bed critical access hospital that oversees a wide spectrum of healthcare services. Because of their rural location, Phelps Memorial providers focus on reducing care gaps for their patients, especially since many travel from far away for appointments.

One important aspect of reducing care gaps is patient follow-up. At Phelps Memorial, a team of nurses spent hours individually calling patients to remind them of upcoming appointments or test results. Phelps Memorial partnered with Luma to automate this process to save staff time and reach more patients than ever before.



Holdrege, NE

Regional Hospital

Meditech EHR



Luma has been so well received across the board at Phelps Memorial – different departments come to me and ask how they can implement Luma into their workflows. Luma is streamlining our entire system.”

Kurt Schmidt, Director of EHR



Customizable, seamless MEDITECH integration with Luma

Using MEDITECH Expanse APIs, appointment requests are sent from MEDITECH's scheduling module to Luma, where a rules-based system sends text reminders to patients on a regular cadence. Once an appointment is confirmed through a Luma text or patient call, the information is instantly sent back into MEDITECH, changing the appointment status to confirmed. Over 90% of Phelps Memorial patients confirm their appointment with a Luma reminder.

Get Outcomes Like Phelps Memorial Hospital:



Simplify appointment day with pre-visit intake

Send patients intake forms, insurance verification, and other pre-appointment necessities before visits to reduce waiting room bottlenecks.



Customer Outcome

At Phelps Memorial, 84% of patients who receive intake forms from Luma complete them ahead of their appointment.



Engage older patients via text

Don't limit your use of SMS to younger patients! According to Luma Bedrock™ data insights, patients between the ages of 61 and 75 have the highest response rate to SMS reminders.



Customer Outcome

More than 82% of our patients aged 61-80 respond to Luma messages.

“ We worried our older patient population wouldn't like the text reminders, but were pleasantly surprised!” said Schmidt.



Reclaim staff time with automated outreach

Automatically reach out to patients based on integration with your EHR schedule to reduce staff time spent making individual calls.



Customer Outcome

Phelps Memorial reaches over 98% of their patient population using Luma.

Increase access to care with Luma. Schedule a Luma demo today.