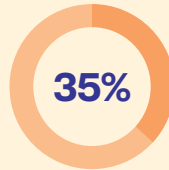


Simpler Sick Visits for Kids

\$1.8MM

Estimated additional
revenue from automated/
online scheduling



More sick visits booked
with Luma

92.82


Net Promoter Score

Increased availability leads to patient success

At Tenaflly Pediatrics, cold and flu season brings an influx of sick children and their families to the clinics. To ensure availability for urgent sick visits, **Tenaflly established an hour for sick visit walk-ins first thing in the morning. But quickly, the hour was overwhelmed** with a long line of patients and their families. Doctors were unable to see everyone, leaving patients without care and staff frustrated.

Partnering with Luma, **patients can now self-schedule their next-day sick visits after clinic hours**, allowing doctors to provide care for last-minute appointments without impacting other visits on the schedule.



 Tenaflly, NJ

 eClinicalWorks EHR

 Primary Care



The personal touch Luma brings has translated to better care for our patients. We can provide that customized care they need, 24/7, knowing that the Luma team is always there for our team when we need support or have a new workflow idea.”

Tom Zeug, COO



Ensuring excellent patient care during busy seasons

One of the busiest times of the year at Tenaflly is flu season. “We want our front office to be available for parents with sick children, but during our flu shot clinics, staff are hammered with scheduling calls,” said Zeug. Since adopting Luma self-scheduling, the amount of calls has drastically decreased. “**Patients feel empowered to find something that works for their schedule, and staff no longer dread flu shot season!**” said Zeug.

Get Outcomes like Tenaflly Pediatrics:



Reach more patients with multilingual messaging

Tenaflly Pediatrics provides care to a large and multicultural patient population and makes an effort to make care accessible to all of their patients.



Customer Outcome

To ensure their diverse patient population's needs are met, Tenaflly sends appointment reminders in English, Korean, Spanish, and Russian.



Streamline scheduling to keep your calendar full

With patient self-scheduling, flu shot season was less challenging operationally for Tenaflly staff and they still were able to see 35% more sick visits than before.



Customer Outcome

Streamlining the scheduling process has contributed to \$1.8 million in additional revenue.



Stay up-to-date with patient feedback and Google reviews

“Our patient base relies on Google to find a doctor. With automated feedback requests, there was a significant increase in our positive Google scores,” said Zeug.



Customer Outcome

Every Tenaflly practice is now between 4 and 5 stars on Google and their NPS score is 92.82.

Customize your patient communication with Luma. Schedule a demo today.