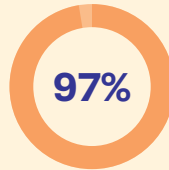# High Referral Volume

VILLAGE DERMATOLOGY

1 in 3
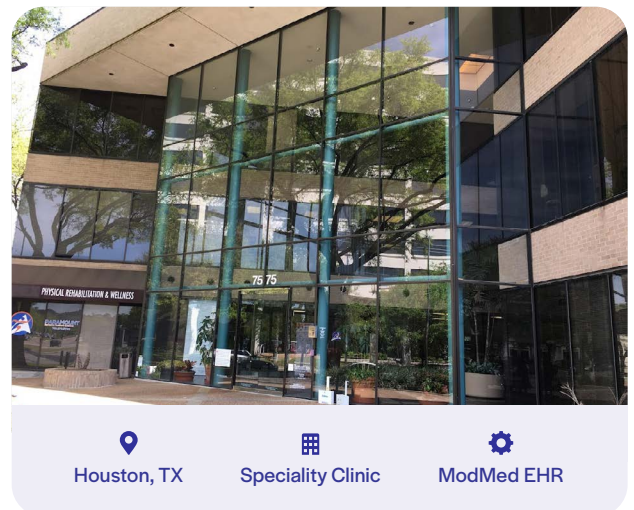**Patients on the waitlist opted for an earlier appointment time**

97%
Net Promoter Score

0.52%
No-show rate with Luma reminders

Finding a tech partner to match rapid growth

Village Dermatology in Houston has grown quickly, as word spreads of their friendly environment and top-notch care. They needed a technology partner who could match their rapid growth, taking manual tasks off of staff's plates while filling schedules and bringing in referred patients. With automated referral outreach, waitlist offers, requests for patient feedback, and more, **Luma helps Village Dermatology continue to grow while providing a great patient experience.**

Houston, TX   Speciality Clinic   ModMed EHR

> At our practice, the patient experience is very important to us. We are constantly trying to improve – with Luma, we're able to get invaluable patient feedback from the moment they walk out the door."

Dr. Reena Jogi, Co-Founder

Closing the referral loop with Luma

As the team's reputation grew, Village Dermatology began leveraging Luma for referral management. **The practice receives a high volume of referrals and needs to ensure patients get in for their referred appointments.** With Luma, automated welcome texts are sent to referred patients reminding them to schedule. Since partnering with Luma, 50% more patients referred to Village Dermatology booked an appointment than before, closing the loop.

Get Outcomes like Village Dermatology:

Prioritize Patient Feedback
"We love patient feedback because it helps us constructively assess ourselves and improve the patient experience," said Dr. Neda Nosrati, one of Village Dermatology's co-founders.

Customer Outcome
More than 30% of Village Dermatology patients respond to feedback requests, and Village Dermatology's Net Promoter Score is now 96.99.

Empower Patients with Options
When a patient needs to cancel their appointment, make it easy for them to cancel or reschedule through SMS, eliminating costly no-shows.

Customer Outcome
Village Dermatology reduced their no-show rate from 2.25% before Luma to an average of 0.52% with Luma.

Enroll Patients in Smart Waitlist
Busy practices like Village Dermatology use automated waitlist offers to keep schedules full, without needing to devote a staff to manually calling to fill open slots.

Customer Outcome
Over 36% of patients on the waitlist opted in for an earlier appointment time, keeping schedules full.

Stand out in a crowded market – Schedule a Luma demo today.