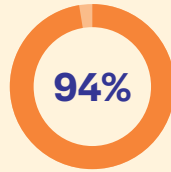


Innovative Intake Saves Hours of Staff Time

287 hours

Saved each month with patient intake



Patients complete intake forms digitally

10k

Pieces of paper eliminated each month with digital workflow

Eliminating hours of scanning with digital intake

As a specialty clinic primarily serving an older patient population, Metro Vein Centers was unsure if automated intake solutions would hinder patient adoption. “Our technology was always a little bit behind, leading to onerous manual tasks like scanning intake forms by hand,” said Patrick Macnaughton, Business Operations Manager at Metro Vein Centers. The front desk team spent hours on intake, manually scanning in paper forms and ensuring their EHR was updated with the new patient information. **Partnering with Luma allowed MVC to customize a paperless iPad-based check-in process to cut down on manual tasks while ensuring the digital workflow would be well-used.**



Luma’s willingness to co-create and customize has allowed us to build a better, more innovative customer experience. ”

Patrick Macnaughton, Business Operations Manager



Nurses now spend less time bogged down with manual tasks

Now that patients check in using Luma forms on iPads, **Metro Vein Centers experiences a time savings of over 287 hours a month on patient intake**, with 10,000 pages of paper no longer being manually scanned each month. Partnering with Luma provided opportunities for MVC to customize intake workflows, like creating a paperless check-in with in-clinic iPads. **“What was a five-minute process is now less than one minute,”** said Macnaughton.

Get Outcomes like Metro Vein Centers:



Choose User-Friendly Solutions

MVC's largely older patient population found multiple pages of paper forms difficult to manage. Switching to user-friendly mobile intake increased positive patient feedback.



Customer Outcome

94% of patients complete intake forms digitally.



Refocus Staff Time

Before Luma, staff manually scanned multi-page patient forms into the EHR. Because Luma immediately sends patient forms to Centricity, staff now spend time on more patient-facing tasks, such as rooming patients.



Customer Outcome

Staff save 4 minutes per patient on intake, totaling 287 hours each month on average.



Dream Big With Luma

Metro Vein Centers is not afraid to challenge the status quo – they work alongside Luma's team to strategically create new solutions that help differentiate MVC from their competitors.



Customer Outcome

Partnering together, Luma created the custom iPad intake workflow for MVC.

Looking for a partner to co-create innovative workflows? Schedule a Luma demo today.