

Filling Care Gaps with Reminders & Recalls

7.5 hours

Staff call time
saved each day

158%

Increase in patient
feedback responses

22k+ patients

Received recall reminders
in one year with Luma

Personalized reminders for a variety of care journeys

At Digestive Health Specialists, patient journeys are long-term and often complex. Patients are either seen regularly for treatment of GI diseases or at long intervals for routine care, such as colonoscopies. Both patient populations require **provider touchpoints along every step of the patient journey**: from pre-visit reminders, to post-procedure education, to recalls for follow-up appointments.

Partnering with Luma, DHS now **customizes communication to each type of appointment**, with different messaging for patients with upcoming procedures, infusions, and more.



Luma is a robust, customizable system, allowing us to configure our workflows so that patients are prepped long before they even walk in our doors.”

DeEtte Hill, Practice Administrator



More easily reaching patients with care gaps

To communicate with returning colonoscopy patients – often 10 years after their previous appointments – DHS needed a way to connect reminders to patients’ care gap information in the Epic EHR. Without this integration, the process took around four months of manual data mining and cross-referencing. **But with Luma, appropriate and timely recall messages are automated based on data directly from Epic.** “Instead of spending time manually cross-referencing patient data, staff is utilized to activate appointments after the recall messages go out, which has been a great help,” said Practice Administrator DeEtte Hill.

Get Outcomes like Digestive Health Specialists:



Customize Prep Instructions

DHS uses Luma to automatically remind each patient of their pre-appointment prep instructions. “It could be something as simple as lab work, it could be radiology, it could be an office visit or procedure – we’re able to utilize Epic with Luma to remind those patients automatically instead of having to reach out manually,” said Hill.



Customer Outcome

Patients receive customized instructions for more than 20 different care paths.



Automate Appointment Reminders

Before Luma, staff manually called over 150 patients each day to confirm appointments, but still experienced no-shows, making it difficult to rely on the schedule as a source of truth. “Luma’s appointment reminders help our staff start their day knowing what to expect,” said Courtney Bain, Chief Administrative Officer.



Customer Outcome

With automatic appointment reminders, the no-show rate has fallen to nearly zero.



Build Patient Trust

Since DHS now relies on Luma to break the ice via text, patients are far more likely to respond when staff do need to call them, because patients now know who is calling and why.



Customer Outcome

“About 95% of the time we get the patient on the first try because they’re expecting our call, which helps reduce any potential care gaps,” said Hill.

Reduce patient care gaps – Schedule a Luma demo today.