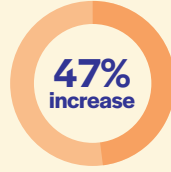


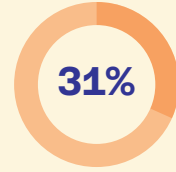
## Communication Patients Enjoy Receiving



in no-show  
appointments



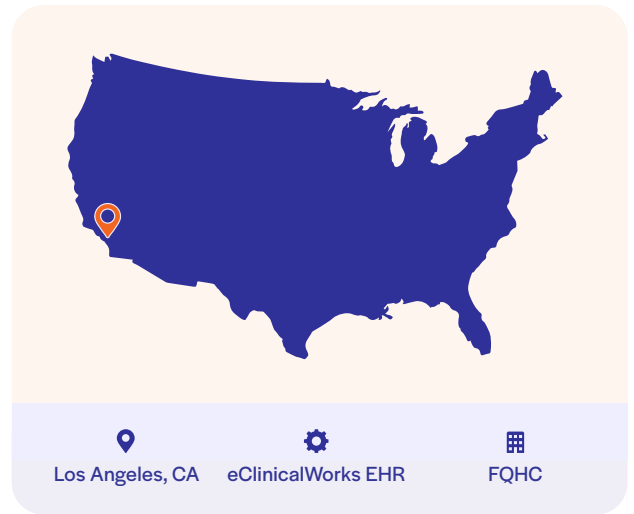
in Remote Monitoring  
Program participation



of scheduled appointments  
booked after clinic closes

### Reaching patients how they want to be reached

Universal Community Health Center (UCHC) was established in 2009. Their goal: empower families towards wellness. Today, UCHC operates six locations in southern Los Angeles, offering a wide range of care opportunities for a vast, multilingual community. As a Federally Qualified Health Center (FQHC), their wellness approach focuses on ensuring patients have access to the care they need. UCHC places a high priority on this by providing transportation to clinic appointments and partnering with Luma to communicate with patients through their preferred method: SMS text messaging.



At the front desk, our patients now ask if they will get a text reminder from us instead of the paper card. They want to communicate with us that way and look forward to it.”

**Yamilet Avila, Clinic Supervisor**



## Enrollment and participation success in Remote Blood Monitoring program

A major project where UCHC needed modernized communication was their Remote Blood Monitoring program. Patients were enrolled at the clinic and provided with a blood pressure machine to check their blood pressure at home. Avila recalled, “It’s hard for patients to remember to write down every blood pressure reading, so our staff had to manually call patients every day to remind them.” With Luma, program participants receive daily reminder messages, significantly increasing participation. As a result, 3 out of 4 patients now consistently monitor their blood pressure, leading to improved care outcomes.

## Get Outcomes like Universal Community Health Center:



### Empower patients to keep their appointments

Eliminating their manual individual calls, UCHC worked with Luma to create a custom action to automatically remind patients of upcoming appointments and follow-up with them in case of a no-show.



#### Customer Outcome

*UCHC experienced a 45.94% reduction in no-show appointments.*



### Refocus your call center

Before Luma, the bulk of outbound calls were manual appointment reminders. Automating reminders with Luma allowed UCHC to outsource inbound calls and move their three FTE call center employees to other departments within the organization.



#### Customer Outcome

*“Communicating with Luma has cut down on process time. We can send documents, reminders—everything we need—through Luma,” said Avila.*



### Maintain after-hours patient access

Because of the diverse range of patient needs, accessing care during the workday may not be an option for all. Luma allows patients to book the appointment or assistance programs they need 24/7, even when the clinics are closed.



#### Customer Outcome

*30.54% of Luma scheduled appointments are booked outside of regular clinic hours.*

Give patients the communication they ask for – Schedule a Luma demo today.