# Nuanced Workflows Streamlined for Greater Efficiency

**DENT**
NEUROLOGIC INSTITUTE

**$327,300**

additional revenue
in three months with Luma

**72%**
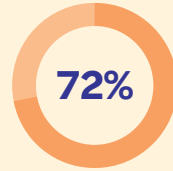
of intake forms completed
pre-appointment

**6,000**

fewer no-show visits
in one year

### Building better patient relationships

DENT Neurologic Institute is changing the model for long-term specialty care. Unlike other specialties, "many of the conditions that we treat are chronic. So patients are not just coming in, getting a band aid, going home, and we're never seeing them again. Patients are typically seeing us for the rest of their lives," said Shawn Ferger, Clinical Business Development Manager. **A key element of the DENT model is an extreme focus on patient experience and relationship building.** They partnered with Luma to reinforce this mission by streamlining nuanced communication workflows.



📍 Amherst, NY      ⚙️ Specialty Provider      🏢 eClinicalWorks EHR
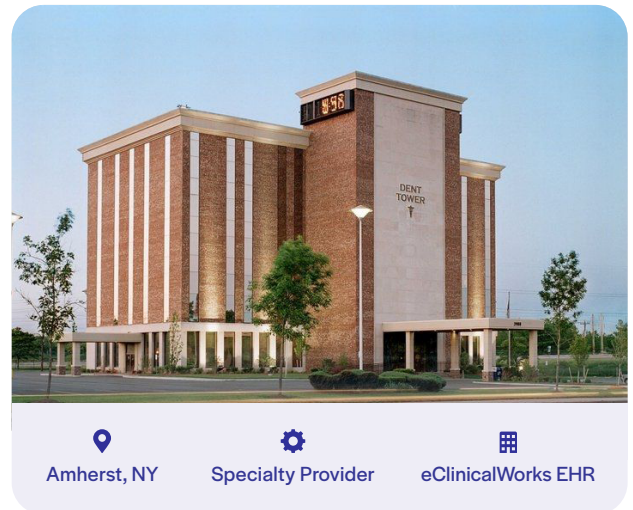
> " We're creating a new model here at DENT. From the beginning, we realized that Luma is a long-term partner for us—not just for our immediate needs, but for where we hope to go in the future."
>
> **Shawn Ferger, Clinical Business Development Manager**

**✳ luma**™

**Improved Intake Process = Happier Providers, Staff, and Patients**

When providers join the team, they can customize their intake processes according to their preferences. However, as DENT grew, staff discovered that there were over 360 paper intake forms with overlapping or similar information requests. **DENT consolidated their forms and collaborated with Luma to create a streamlined, digital intake process** for patients to fill out before their appointments. Now, **72% of intake forms are completed pre-appointment**. Consolidating forms has not only reduced wait times at the doctor's office but also expedited staff training, as staff have fewer forms to learn before they hit the ground running.

## Get Outcomes like DENT Neurologic Center:

**Custom actions facilitate nuanced workflows**
DENT uses custom actions to meet the specific needs of patients, providers, and service offerings. "We don't want to change the department's operations, so we work with Luma to create custom actions that fit their needs," said Emily Swierski, EMR Manager.

**Customer Outcome**
*DENT has over 40 custom actions that power a seamless pre-service, time of service, and post-service experience.*

**Eliminate extra log-ins for patients**
Previously, DENT used eCW's messenger to reach out to patients. "We'd text patients, but they'd have to log in to the portal to view the message, even for things like 'Hey, you left your water bottle in the lobby.'" said Swierski. With Luma, the team has the ability to bypass a portal log-in when needed.

**Customer Outcome**
*Since switching from their EHR's pay-per-text messaging to Luma, DENT has saved over $50,000.*

**Expedite the staff training process**
Call center staff no longer need to memorize nuanced scripts for different subspecialty offices, as all relevant intelligence is now integrated directly into Luma. According to Ferger, "Staff don't need to remember X, Y, and Z anymore for a specific patient population because that is already delivered through Luma."

**Customer Outcome**
*Over 80 hours per week saved in the DENT call center.*

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