



# Luma for Cardiovascular Practices

Getting in the door for specialty care can be one of the more frustrating parts of a patient’s experience. Making it seamless and simple creates loyal patients, builds your brand, and streamlines staff workflows.

## Turn your complex workflows into a simple patient experience

Drive revenue and improve outcomes with EHR-integrated workflows for both patients and staff.

- ✓ Get patients in sooner with EHR-integrated scheduling reminders and referred patient outreach
- ✓ Prevent unused high-value appointments with actionable reminders, easy cancellation & rebooking, and automated waitlist offers
- ✓ Increase brand awareness with customizable feedback requests and reputation management
- ✓ Reduce manual tasks for staff with text-first communication tools, referral management, and mobile intake

## What sets Luma apart

- » 24/7 patient access to omni-channel scheduling
- » Messaging in 30+ languages
- » HIPAA-compliant; SOC2- and HITRUST-certified
- » Integrated with 80+ EHRs, including Epic, Medstreaming, and eClinicalWorks, as well as systems like Salesforce

## Outcomes from the Luma Health community

### Metro Vein Centers

287 hours saved each month with a 95% form completion rate when using Luma’s Mobile Patient Intake.

Metro Vein Centers —

### Cardiovascular Institute of San Diego

78% of referred patients book with Luma.



### Birmingham Heart Clinic

Over 13,500 patients responded to post-appointment feedback requests, increasing NPS score to 94.87%.



\*Stats for Cardiovascular Institute of San Diego and Birmingham Heart Clinic are from January to November 2023

## Seamlessly integrate with your EHR and tech stack

From scheduling to intake and beyond, every Luma module works together, communicating 24/7 with your existing tech stack. Powerful out-of-the-box or configurable workflows unite with your EHR to take manual work off your staff. Customize further by connecting Luma to your CRM, digital front door, patient portal or app, and more.



### Staff rely on manual phone calls and mailers to reach patients:

- Creates more time-consuming work for staff
- Inconveniences many of your patients



### Luma automated reminders keep patients coming back:

- Prevents lost revenue from patient no-shows
- Builds your brand with automated requests for patient feedback

Hi, thanks for visiting Pittsburgh Cardio Center. We'd love your feedback on your appointment. Please visit this link for a quick survey <https://lumalnk.com/5876>.

Hi! We're following up regarding your procedure from 6 months ago. It's time to come back in for a check-up. Please schedule a follow-up by clicking <https://lumalnk.com/6838> or give us a call at [+\(415\)555-4522](tel:+(415)555-4522) to schedule your appointment. We look forward to seeing you soon!



Luma Health has been a strong partner in assisting Virginia Cardiovascular Specialists with automating our patient engagement system and providing an online referral tool for reaching patients in a timely basis.”

Julie Miller, Director



...and many more

Ready to enhance your community reach and outcomes?

Schedule a call with us at [info@lumahealth.io](mailto:info@lumahealth.io)