



Luma for Orthopaedic 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

- ✓ **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 over 30+ languages
- » HIPAA-compliant; SOC2- and HITRUST-certified
- » Integrated with 80+ EHRs, including Epic, CureMD, and eClinicalWorks, as well as systems like Salesforce

Outcomes from Luma Health Community

\$600,000+

generated in scheduled revenue and saved staff over 159 hours in Q3 2023 with Luma's patient-facing self-service scheduling options.



+70%

of inbound referrals resulted in a scheduled appointment.



84%

intake forms are completed pre-appointment with a Luma reminder (January - 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
- Inconvenience many of your patients

Hi, thanks for visiting Pittsburgh Orthopaedic Group. Please leave feedback by visiting this link for a quick survey <https://lumalnk.com/5876>.



Luma automated reminders keep patients coming back:

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

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!



We want the patient and staff experience to be amazing. When Luma takes a task off a staff member's plate, that's time they can spend with the patient."

Micheal Gibson

Director of Marketing, Business Development, & Patient Engagement



...and many more

Ready to enhance your community reach and outcomes?

Schedule a call with us at info@lumahealth.io