

# Better patient experience, Empowered staff partnerships

**1,000**

Fewer daily calls to call center

**204+**

Medication refill requests have been sent in a three month period

**38%**

Increase in portal adoption

## Full service care for the New York area

Over 250,000 patients throughout the Hudson Valley, New York City, and Long Island count on Sun River Health for care. **The largest FQHC in the country, the Sun River Health team focuses on accessibility**, offering a wide variety of care services as well as sliding scale fees based on income. “We welcome anyone from our community, no matter what. When people come to Sun River Health, they have access to our full community of partners. They can get healthcare or get connected to a social worker to help them find housing,” says Carlos Ortiz, Deputy Chief Operating Officer. **Sun River Health partnered with Luma to streamline their patient experience**, empowering their staff and launching stronger community health outcomes.



What I appreciate about Luma is that it is not a one-size-fits-all solution. It consistently works behind the scenes, adapting to our specific needs. We understand that technology is constantly evolving, and having Luma as our partner allows us to adapt and change together.”

**Carlos Ortiz, Deputy Chief Operating Officer**



## Reducing the cost of a call center

The impact of the Luma and Sun River Health partnership was immediately felt in Sun River Health's call center. "We used to receive over 7,000 calls every single day," recalled Ortiz. Setting up multiple channels of communication empowered patients to access care directly through Sun River Health's website or via text, reducing **the call center volume to less than 1,000 calls per day.**

## Get Outcomes like Sun River Health:



### Build with Luma

Sun River Health first partnered with Luma for Covid-19 vaccine operations, but has since expanded to build other access channels and campaigns, such as for cancer screenings and annual mammograms. Sun River Health recently created a medication refill campaign with Luma. "The beauty of this workflow is that the patient will have more control over their medical needs," says Ortiz.



### Customer Outcome

*Since implementation, 240+ medication refill requests were sent in a three month period.*



### Integrate white-labeled EHR workflow

"When you communicate through our website, it doesn't look like Luma, it looks like Sun River Health," says Ortiz. "Luma is behind-the-scenes, but our patient is getting the Sun River Health experience."



### Customer Outcome

*When Sun River Health patients supply intake data, patient information flows from the collection point to the EHR database, ensuring the Sun River Health experience is accurate and consistent both behind-the-scenes and when patient-facing.*



### Increase portal adoption

Before Luma, patients would have trouble accessing the portal for lab results, leading to missed connections for care. Leveraging their Luma partnership, Sun River Health sends direct links to the patient portal, making it easy for patients to access their lab results.



### Customer Outcome

*After partnering with Luma, Sun River Health saw patient portal adoption increase from 8% to 46%.*

Support your full-service workflows with seamless integration – Schedule a Luma demo today.