Building for the Future

48%

of appointments confirmed through a Luma reminder

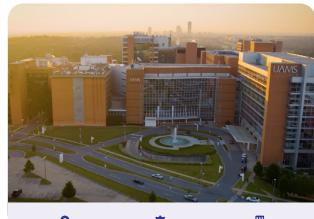**1.4M +**

appointment reminders sent in 2023

40%

of endocrinology patients rescheduled via Luma

Enterprise-scale operations with a personal touch
University of Arkansas for Medical Sciences (UAMS) delivers cutting-edge medical services and care to their neighbors. As the only academic medical center and Level I trauma center in Arkansas, UAMS is also the state's largest employer, providing over 10,000 jobs and generating over $3.92 billion to the local economy. With such a large scope, patient access is vital for optimizing unified clinical, operational, and financial outcomes. **UAMS partnered with Luma to build 24/7 patient access points for their community**.

Little Rock, AR   Epic EHR   Academic Medical Center

> Before Luma, we didn't have great visibility into our rescheduling efforts. We didn't know if patients were calling back or not. Now, we've been able to give the patients control and let them be in the driver's seat to get what they need."

Michelle Winfield-Hanrahan, RN BSN MHA MSN,
Clinical Chief Access Officer & Associate Vice Chancellor of Access

Optimizing endocrinology outcomes

As an academic medical center, research is key to staying competitive. When UAMS realized that their endocrinology clinic faced long wait times for scheduling appointments, the team conducted a study to better understand the situation. Initially, they thought a shortage of providers led to a higher backlog, but after their research, they realized the issue was schedule optimization, not provider capacity. **Implementing self-scheduling with Luma increased rescheduled appointments by 40%, reducing the wait time between canceling an appointment and rescheduling**.

Get Outcomes like University of Arkansas for Medical Sciences:

Build with Luma + your EHR

Luma works alongside UAMS' Epic EHR to seamlessly integrate the new rescheduling workflows. Tailored solutions complement the powerful functionality of Epic, leading to better patient outcomes and optimized schedules for busy staff.

Customer Outcome
Over 1.4 million appointment reminders were sent in 2023.

Eliminate bottlenecks

Before Luma, UAMS had an after-hours voicemail for patients to call in their cancellation. This resulted in scheduling team agents stuck at the desk for hours each day, sorting through messages and calling patients back to reschedule. Self-scheduling empowered patients to immediately plan their next appointment, taking the manual burden off the scheduling team and eliminating potential care gaps.

Customer Outcome
40% of endocrinology patients rescheduled their appointments via Luma SMS reminder.

Create boardroom buy-in

When introducing new technology solutions, strategic alignment with the organizational mission is crucial. By emphasizing the no-show rate reduction and increased patient scheduling visibility, the UAMS team was able to center the mission of patient care access, creating boardroom buy-in for implementing Luma solutions throughout UAMS.

Customer Outcome
UAMS is exploring Digital Call Deflection to continue to optimize the call center workflow.

Get Outcomes like University of Arkansas for Medical Sciences – Schedule a Luma demo today.