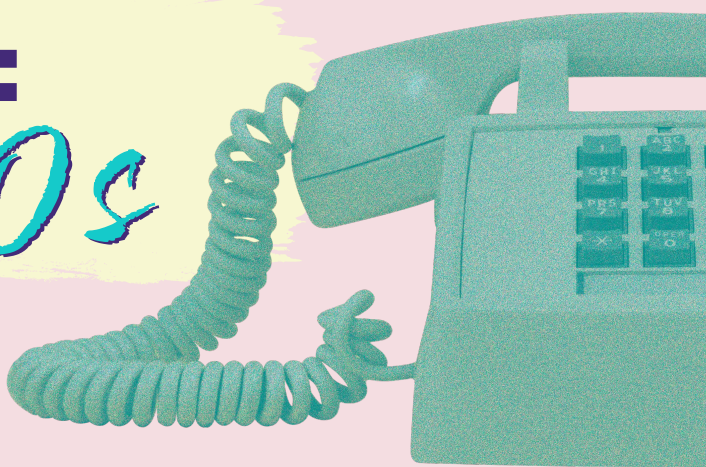


# Patient Access: Stuck in the '90s

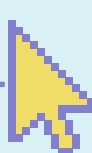
We surveyed 130 Oracle organizations about their patient access processes. Here are the results.



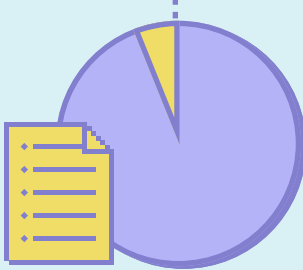
## Manual processes and hold music are common...



96% of health systems  
don't have online scheduling



91% of health systems  
manually update the waitlist



The average patient spends  
**5.5 minutes stuck on hold.**

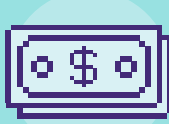
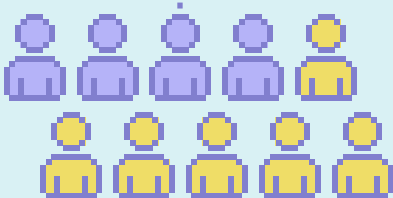
## ...costing money and patient loyalty

1 month

average wait time to be seen



40% of referred patients  
wait 1-2 months for outreach



The average clinic  
**loses \$1,620 in  
no-shows per day.\***

\*Based on a 3-provider practice with average dermatology no-show rate of 30% and average appointment value of \$150



- Transferred multiple times
- Sent to voicemail
- Asked to fax in information

## Feeling stuck in the '90s?

You're not alone, but your patients and staff deserve an easier experience.

Learn how Luma can help

