# **K**luma<sup>®</sup> | Powered by Spark

# **Fax Transform**

## Al-powered processing and follow-up for paper and electronic faxes

Transform manual workflows and electronic faxes into faster care for patients and click-to-verify ease for staff. Fax Transform completes manual steps behind the scenes in seconds, processing and routing faxes with Luma's AI capabilities, Spark. From there, automated follow-up connects referred patients to care, saves time for staff, and brings in more revenue.

#### TRANSFORM YOUR FAXES

# From overloaded queues to better outcomes

Your staff might receive thousands of faxes a day, from referrals to plans of care, prescription refill requests, authorizations, records requests, and more. Spending repetitive hours manually processing faxes is unsustainable for staff, and the backlog translates to delayed care for patients.

## Fax Transform eliminates the backlog by:

- Classifying and routing faxes by type and urgency, using your business logic.
- Closing the loop with patients and providers as needed.
- Kicking off next steps with the appropriate recipient for each fax (e.g., patient's provider for Rx refill)

# "

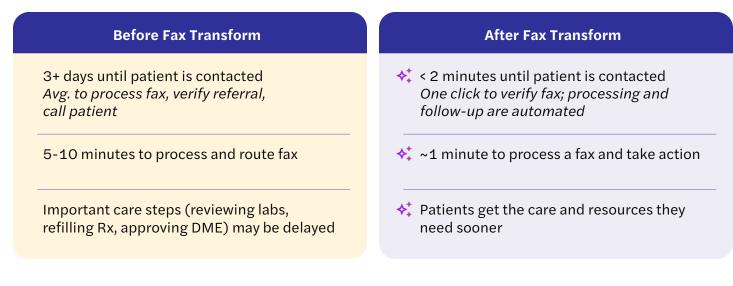
We get a lot of faxes — over 1,500 per day across the organization — and it's just impossible to keep up with manually. Fax Transform automates it completely so it takes 10 seconds or less to file a fax.

## Emily Smythe

EMR & Technology Systems Manager



15x more faxes processed daily



#### **REIMAGINE YOUR REFERRALS**

# Improved throughput for your most valuable faxes

Leaving referral faxes in the queue means revenue left on the table. Meanwhile, referred patients are left wondering when they'll be scheduled, and potentially waiting for weeks to be seen.

### Step 1

Fax Transform uses Luma's Spark AI capabilities to automatically parse data from a referral fax, where staff can verify the fax with one click.

#### Step 2

A referral is created or updated in your EHR and the patient receives a message to schedule the referral. They're automatically reminded until the referral expires or they schedule, then the referral is automatically closed.

First Name:		Name: Fowler	Last Name Fowler	First Name
			Date of Birth	
	Referra	al Request Form	04/02/1994	
	Patient Info	Reason for Referral		
		_	File Inform	ation
			File Name	
			2024-07-01-6	Referral-Req.pdf
			File Status	
	Referring Provider Inform	nation	rile Status	
			-	Submit Fax

## Safe and Secure

Fax Transform uses zero-retention models and is built to be ISO 42001:2023 compliant. Luma is HIPAA-compliant, ISO 27001:2022 Certified, HITRUST CSF r2 Certified, and SOC 2 Type II attested.

Have more questions about safety and security? Visit lumahealth.io/security-and-trust.

Ready to learn more about Fax Transform?

Book an informational call with us at info@lumahealth.io