

Fax Transform

AI-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

Before Fax Transform

3+ days until patient is contacted
Avg. to process fax, verify referral, call patient

5-10 minutes to process and route fax

Important care steps (reviewing labs, refilling Rx, approving DME) may be delayed

After Fax Transform

✦ < 2 minutes until patient is contacted
One click to verify fax; processing and follow-up are automated

✦ ~1 minute to process a fax and take action

✦ Patients get the care and resources they need sooner

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.

The screenshot displays a digital interface for processing referral faxes. At the top, it identifies the 'Referring Physician: Dr. Wu'. Below this, two buttons show 'First Name: Tiana' and 'Last Name: Fowler'. The main section is a 'Referral Request Form' with fields for 'Patient Info' and 'Reason for Referral'. To the right, a 'Patient Information' sidebar contains fields for 'Last Name' (Fowler), 'First Name' (Tiana), 'Date of Birth' (04/02/1994), and 'Phone Number' (415-343-3499). Below this is a 'File Information' section with 'File Name' (2024-07-01-Referral-Req.pdf) and 'File Status'. A 'Submit Fax' button is located at the bottom right of the sidebar.

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.