

# DENT Neurologic Institute Processes 15x More Faxes with Luma's AI



## THE PROBLEM

### A growing mountain of faxes delaying care & revenue

DENT Neurologic Institute is the largest private outpatient neurology center in the United States, and sees many of its patients for life. The growing demand for DENT's services means that even with a robust digital front door and automation, "we get around 1,500 faxes a day," said Emily Smythe, EMR & Technology Systems Manager. "And this isn't unique to DENT – faxes are something we just can't get away from in healthcare, from referrals to prior auth requests."

Each fax took up to 10 minutes for staff to manually process, so the backlog only continued to grow. Meanwhile, each fax in the queue represented delayed care and revenue. "We were thinking of hiring more staff just to handle the backlog," said Smythe. "But we didn't want to just throw more people at the problem." Instead, DENT turned to Luma.



Amherst, NY



Specialty Group



eClinicalWorks  
EHR

## 2 weeks

sooner processing  
for faxes

## 70%

faster fax processing

## 15x

more faxes can be  
processed daily



With Fax Transform, hundreds of faxes are now being acted on right away instead of waiting in the queue for weeks. The accuracy rate is amazing – and we no longer need to hire more staff."

**Emily Smythe**  
EMR & Technology Systems Manager



## THE SOLUTION

### AI to parse and route faxes, all with safety and oversight

With Luma's AI-powered Fax Transform, DENT's faxes are automatically parsed and routed to the right staff members, according to DENT's business logic. "We had a huge Excel spreadsheet of complex e-fax rules that our staff had to reference," said Smythe. "Now, it's all built in." The ability to control how and where AI handled faxes added to the DENT team's confidence in using AI. "We started out very carefully reviewing each fax, but we quickly realized that Luma's crushing it," said Smythe.

**Now, staff are freed up to do more complex and meaningful tasks like helping patients.** Confidence ratings, transparent reporting, and customized business logic make AI like another (several) pairs of hands for the DENT team. For example, after a staff member approves an Rx refill request parsed by Fax Transform, the request is routed to a nurse pool – just as if a staff member parsed the fax. "Now, it takes 30 seconds or less to file a fax rather than 10 minutes – and we're not delaying patient care," said Smythe.

### How DENT benefits their staff, patients, and business with Fax Transform:



#### Automate repetitive processing

"Fax Transform gets the fax out of the queue and to the right person to act on it," said Smythe. For example, lab results go directly to the patient's provider. "Fax Transform automates the repetitive steps that don't require a staff member, and the right people always have eyes on the fax."



#### Customer Outcome

*DENT sets rules for Fax Transform by fax type that follow the organization's business logic, just as a staff member would.*



#### Improve accuracy and timeliness

"People make mistakes," Smythe said. "It's impossible for someone to memorize our e-fax rules and never make a mistake. With Fax Transform, the rules are programmed in, so we've seen accuracy rates improve."



#### Customer Outcome

*Hesitant about using AI? Smythe notes that the organization gained trust in Fax Transform quickly after seeing accuracy match staff members' manual review. [Learn more about how Fax Transform keeps patient data safe.](#)*



#### Get patients what they need faster

"We hadn't used AI before, but we were willing to try it because every fax sitting in the queue means a delay in patient care," said Smythe. "We realized that we just didn't have the resources to do everything manually."



#### Customer Outcome

*Smythe recommends that organizations preferring to start slow automate one fax type to start. She recommends Rx refill requests because of their standardized format, and the positive impact to patients when they're processed faster.*