



CUSTOMER STORY

Phelps Memorial Health Center Slashes Fax Burden by 85% – with No Extra Staff



400+
faxes processed
every month

85%
less time on faxes
from over an hour to just
minutes daily

1 hour saved
every day
for Phelps' HIM team

THE PROBLEM

Faxes were blocking care and wasting time

Phelps Memorial takes its mission as a critical access hospital in rural Nebraska seriously, where many patients can't afford delays in care. With limited staff and visiting specialists with intermittent availability, every day counts.

But those days were being lost to time spent manually processing faxes. Medical records technician Amanda Twehous said: "Every day I would open up the fax queue, go through every fax and label it, sometimes get it signed and scan it back in. It took up a huge part of my day."

Delays were frustrating for staff, and they risked patients missing their only window to see a provider. "If a fax doesn't get to the provider in time, we might push that patient's care out another month," said Kurt Schmidt, Director of EHR. "We can't afford that."

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Fax Transform really changed the whole game for us. There's a huge fax burden on every healthcare organization, and I don't see that going away anytime soon. Giving my team a tool that will save them hours in the day is absolutely huge."

Kurt Schmidt
Director of EHR



THE SOLUTION

AI to take on faxes, integrated with MEDITECH

Phelps deployed Luma's Fax Transform, which automates every step of the previously manual fax process. "It's crazy how easy it is. The AI is very accurate, and the MEDITECH integration has been rock-solid since day one," said Schmidt.

Instead of spending over an hour a day on faxes, Twehous now handles them in minutes. "I can get more stuff done in a day besides looking at faxes," she said.

HOW IT WORKS

- 1 Parses and splits documents
- 2 Routes them by document type
- 3 Uploads them directly into MEDITECH
- 4 Triggers next steps
(like notifying a provider or reaching out to a patient)

OUTCOMES

Get their results



1 hour back per day for HIM,
without hiring

HOW-TO: Cut out the busywork

AI transcribes and routes faxes – rote tasks that can follow your business logic.



Full schedules for rotating
specialists

HOW-TO: Bust the bottlenecks

AI gets key care steps and revenue-driving referrals out of a workqueue and into action.



Time back on Day One

HOW-TO: Start small

Automate straightforward fax types according to your business logic, and see results immediately. Then, expand after seeing outcomes.



Zero disruption to clinical
workflows

HOW-TO: Look for EHR integration

MEDITECH integration prevents added work for staff or disruption for clinicians.

See how Luma's Fax Transform eliminates
hours of manual work – fast.

→ Learn more at lumahealth.io