



CUSTOMER STORY

TriState Health Repurposes 3 FTEs— While Cutting No- Shows by 40%

📍 CLARKSTON, WASHINGTON

+ REGIONAL HEALTH SYSTEM



3 FTEs' time
spent with patients

instead of on printing,
scanning, and calling

\$760k saved
annually

in prevented no-shows

40%
fewer no-shows
from 5% to less than 3%

THE PROBLEM

No-shows drained time and money

TriState Health's staff work hard to keep care local. But no-shows—and hours of calls to manage them—were a huge drain on staff time and made it harder for patients to find an appointment.

Staff spent hours each day calling patients and leaving voicemails. "We have thousands of visits in a day, and each one needed a phone call. It was unimaginable, the time people spent playing phone tag," said COO Joleen Carper.

Missed visits meant patients went unseen, and revenue was gone for good. "You can't really do anything about a no-show because physicians are seeing someone every 20 minutes. By the time it happens, you can't bring another patient in and make up that lost revenue," said Carper.



With Luma, we immediately saw a decreased burden on staff—but we also saw our schedules fuller, more consistently."

Joleen Carper
Chief Operating Officer



THE SOLUTION

Outreach that runs in the background —without staff

TriState uses Luma to completely automate patient outreach, freeing 3 FTEs from the phones for more meaningful work.

“The most meaningful thing is to have a conversation with the patient. Luma lets us focus on the people in front of us,” said CIO Deb Carpenter.

HOW IT WORKS

- 1 Finds all scheduled patients
- 2 Calls or texts (patient’s preference)
- 3 Recognizes who’s confirmed and who needs another nudge

OUTCOMES

Get their results



No last-minute scrambles

HOW-TO: Mass-message scheduled patients

Luma reaches hundreds at once, so provider outages no longer derail a day.



Staff free for meaningful work

HOW-TO: Let automation handle rote tasks

“Staff weren’t afraid of losing their jobs – they were ready for more meaningful work,” said Carpenter.



Intelligent follow-up—without staff

HOW-TO: Integrate with your MEDITECH schedule

Patients get nudges five days and 24 hours before their scheduled appointments.



Higher revenue with fewer vendors

HOW-TO: Prioritize an EHR-integrated partner

“We had so many bolt-ons that weren’t integrated,” said Carpenter. “We’ve eliminated those while gaining revenue.”

See how Luma enables higher revenue and more patient care—without hiring.

→ Learn more at lumahealth.io