



CUSTOMER STORY

Tandem Health Sees 9,000 More Patients and Over \$450K More in Revenue Annually

📍 SUMTER, SOUTH CAROLINA + 🏥 FEDERALLY QUALIFIED HEALTH CENTER



1,100+
patients
self-reschedule
annually

\$450k
in additional
appointments annually
3% more appt capture (+9,000)

100
patients reschedule
after hours every
month

THE PROBLEM

Missed appointments hampered operations and wasted time

Tandem Health initially believed they had a big no-shows problem. Nearly half of daily appointments weren't completed—wasting provider time and holding up schedule slots. But they discovered communication barriers were to blame.

“Our no-show rate wasn't that high...patients were attempting to cancel within a short amount of time, [but] our staff didn't have the ability to get that information in real time,” said Rob Bailey, Chief of Population Health.

Staff checked voicemails and portal messages to track cancellations and manually updated athenahealth, but they often couldn't fill same-day openings in time. “There was really no way to babysit it,” said Marty Martin, Director of Clinical Informatics.



The biggest burden on staff and providers is managing everything outside of the clinic room. And Luma has taken a lot of that burden off of them.”

Rob Bailey
Chief of Population Health



THE SOLUTION

Bi-directional outreach connected to the schedule

Tandem staff no longer manually track cancellations. Patients reschedule on their own, and canceled slots are instantly reopened—resulting in 9,000+ additional completed visits each year.

“Luma lets us manage appointments in real time, so our staff and clinicians can keep their day moving,” said Bailey.

HOW IT WORKS

- 1 Call or text scheduled patients (patient’s preference)
- 2 Patient confirms or cancels updating athenahealth automatically
- 3 Patient is offered open times to reschedule

OUTCOMES

Get their results



Boost after-hours access

HOW-TO: Offer 24/7 self-service

Every month, about 100 patients reschedule after-hours—without voicemails or portal messages.



Encourage rebooking on the spot

HOW-TO: Offer new times, right when patients cancel

“Patients just pick a new time from the text. That took staff completely out of the workflow—and they loved it,” said Martin.



Find hidden access barriers

HOW-TO: Investigate why slots go unused

“Patients were attempting to contact us” rather than no-showing, said Bailey. Tandem then addressed the communication barrier.



Cut out manual steps for staff

HOW-TO: Automate rote data entry

Technology without bi-directional integration caused more work for staff, said Martin. Instead, let integration do the work.

See how Luma fills your schedules and cuts out double-documentation.

→ Learn more at lumahealth.io