



# Conversational AI

- VOICE
- SMS
- CHAT
- OMNICHANNEL
- EHR-INTEGRATED

Luma's AI integrates deeply with your EHR for more efficient staff and an elevated patient experience across voice, SMS, and chat.

SERVING 1,000+ CUSTOMERS ACROSS THE US, CANADA, UK, AND THE CARIBBEAN



# Goodbye, legacy front door. Hello, omnichannel agent.

Luma's omnichannel conversational agent helps patients move to the next step without dead ends or added staff work. From changing appointments directly in the EHR to proactively reaching out about care gaps, Luma uses EHR integration and your business logic to speed up operations and help you care for more patients.



We were looking for efficiency, and we found it with Luma's AI. It frees up valuable time for our staff to focus on more critical tasks.

Michelle Winfield-Hanrahan, BSN, MHA, MSN, Chief Clinical Access Officer and Assistant Vice Chancellor of Access, UAMS

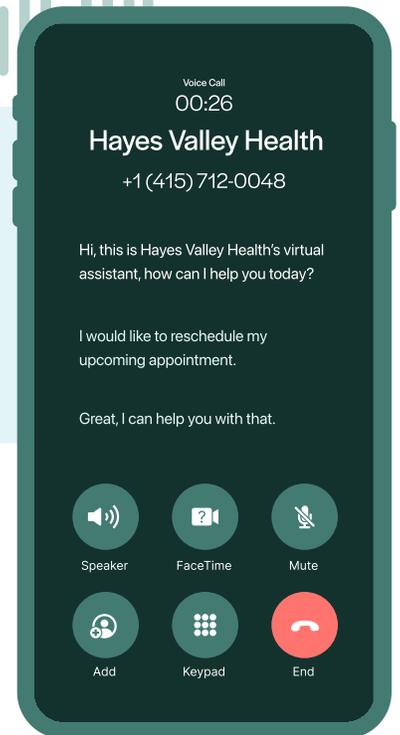
VOICE SMS CHAT

## How it works

The agent gets patients to the next step and reduces staff burden while keeping the EHR the source of truth.

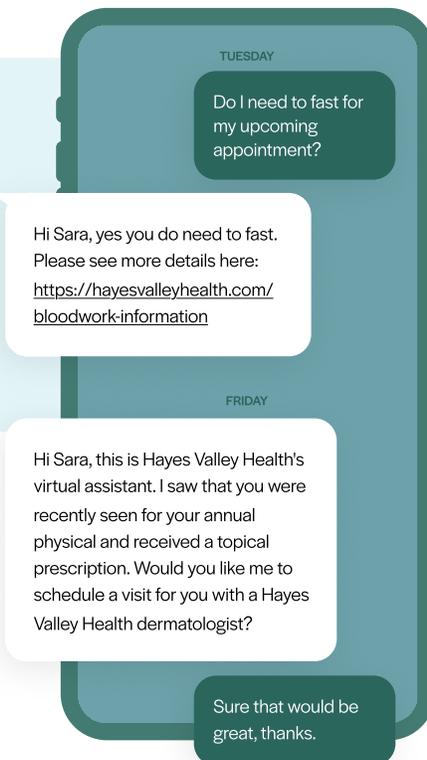
### Handle incoming calls

- Answer patient questions, with EHR context
- Schedule and reschedule appointments



### Provide omnichannel support

- Reduce call volume with agentic voice, SMS, and chat
- Give patients 24/7 conversational help, in any channel



### Coordinate care journeys

- Place outbound calls and SMS to close care gaps, reschedule no-shows and more
- Go from reactive to proactive, without staff burden

## Enterprise efficiency



🏠 EPIC EHR   📍 LITTLE ROCK, ARKANSAS   + ACADEMIC MEDICAL CENTER

**95%**  
cancellation calls  
handled by AI

**800+**  
call center hours saved  
in one year

**10,000+**  
calls handled by AI  
in one year



BEFORE LUMA



AFTER LUMA

Constant catch-up on after-hours voicemails

Staff focused on higher-value work

Out-of-date schedule and unused slots

Cancellations reflected in Epic in real time

## Conversational agent



🏠 ORACLE HEALTH EHR   📍 PHOENIX, ARIZONA   + INTEGRATED DELIVERY NETWORK

**-70%**  
less inbox triage  
by staff

**2,300+**  
AI-handled conversations  
in one year

**6 hours**  
sooner responses  
for patients (avg.)



BEFORE LUMA



AFTER LUMA

Patients waiting for simple answers

24/7 conversational support

Staff manually triaging conversations

Agent brings in staff where needed



## Luma Health was founded on the idea that healthcare should work better for all.

Our operational AI platform eliminates bottlenecks to make health systems more efficient—from the patient journey to the back office. Headquartered in San Francisco, Luma has research and development centers in the United States, Brazil, and Europe. We serve more than 1,000 healthcare organizations across the United States, Canada, the United Kingdom, and the Caribbean. Luma supports the care journeys of more than 100 million patients.

→ Learn more at [lumahealth.io](https://lumahealth.io)

