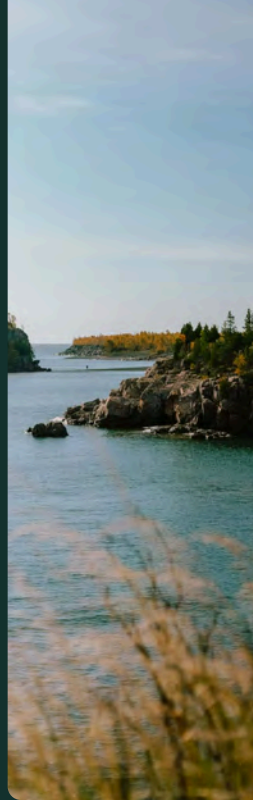




## CUSTOMER STORY

# Northfield Hospital + Clinics Cuts Fax Handling Time by 90% With AI

📍 NORTHFIELD, MINNESOTA + REGIONAL HEALTH SYSTEM



**90%**  
less fax handling  
time for staff

**250+**  
staff hours saved  
every month

**3,000+**  
faxes processed by  
AI every month

## THE PROBLEM

### Staff moved paper while patients waited for care

Northfield Hospital + Clinics relied on a fully manual fax workflow to process referrals, prescriptions, lab orders, and outside records. Incoming e-faxes printed throughout the day and required physical handling at multiple steps.

Staff clipped and sorted documents into provider inboxes, made repeated collection rounds, and scanned each fax into MEDITECH. The manual process delayed follow-up, with staff physically tracking paper instead of focusing on patient-facing work.



Our medical records clerk came to me wondering if she was doing something wrong because it felt so easy. We've saved so much time that we're now able to absorb faxes from other clinics."

Debbie Oathoudt  
IT Project Manager



## THE SOLUTION

# AI that turns faxed information into completed workflows

Northfield uses Luma's AI to automatically parse incoming e-faxes and trigger the right workflow based on the data inside each document. Requests are routed to the appropriate team, and both structured and unstructured information is documented directly in the patient's chart.

Fax handling time dropped by 90%, saving more than 250 staff hours every month. Faxes that once required hours of manual effort are now handled in minutes, and staff are now working the front desk instead of inboxes.

"Why haven't we been doing this the whole time?" a staff member said.

## HOW IT WORKS

- 1 Faxes are received and classified automatically
- 2 Fax Transform parses the document and identifies the appropriate workflow
- 3 Staff and providers receive the information they need to take next steps
- 4 Teams gain visibility into fax status and follow-up

## OUTCOMES

### Get their results



#### Build staff buy-in by showing how AI supports their work

**HOW-TO:** Involve frontline staff early and show how automation frees time for patient-facing work



#### Eliminate paper handling so staff can focus on patients

**HOW-TO:** Replace printing, sorting, and scanning with automated fax intake routed directly to the right team



#### Scale efficiency across locations once workflows stabilize

**HOW-TO:** Start with a pilot site and expand once workflows are proven



#### Standardize review workflows so care teams can act sooner

**HOW-TO:** Route fax data directly into the EHR and assign clear review ownership

See how Luma enables more patient care and expands staff capacity—without hiring.

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