



CUSTOMER STORY

DENT Neurologic Institute Processes 15x More Faxes with Luma’s AI-Powered Fax Automation

AMHERST, NY + SPECIALTY GROUP



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| <p>15x more faxes processed daily</p> | <p>2 weeks sooner processing for faxes</p> | <p>70% faster fax processing</p> |
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THE PROBLEM

A growing mountain of faxes delaying care & revenue

DENT Neurologic Institute is the largest private outpatient neurology center in the United States and sees many of its patients for life. The growing demand for DENT’s services means that even with a robust digital front door and automation, the organization receives around 1,500 faxes each day.

Each fax took up to 10 minutes for staff to manually review and route, creating a growing backlog. Every fax in the queue represented delayed care and delayed revenue.

“We were thinking of hiring more staff just to handle the backlog,” said Emily Smythe, EMR & Technology Systems Manager. “But we didn’t want to just throw more people at the problem.” Instead, DENT looked for a way to remove manual intake work from the process.



With Fax Transform, hundreds of faxes are now being acted on right away instead of waiting in the queue for weeks. The accuracy rate is amazing—and we no longer need to hire more staff.”

Emily Smythe
EMR & Technology Systems Manager



THE SOLUTION

AI to parse and route faxes, with safety and oversight

With Luma's AI-powered Fax Transform, DENT's faxes are automatically parsed and routed based on DENT's business logic, sending documents to the right teams without manual triage.

"We had a huge Excel spreadsheet of complex e-fax rules that our staff had to reference," said Smythe. "Now, it's all built in."





For example, prescription refill requests received via fax are routed to a nurse pool for review in the EHR. "It now takes 30 seconds or less to file a fax rather than up to 10 minutes, and we're not delaying patient care," said Smythe. This shift increased staff capacity for higher-value work, without adding headcount.

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

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|  <h4>Staff capacity reclaimed</h4> <p>HOW-TO: Remove humans from repetitive intake steps by automatically parsing and routing incoming faxes</p> |  <h4>Confidence in AI accuracy</h4> <p>HOW-TO: Start with human review, then auto-file high-confidence documents as accuracy is proven</p> |
|  <h4>Care moves forward without delays</h4> <p>HOW-TO: Automate high-impact fax types like prescription refill requests to reduce care delays</p> |  <h4>Consistent, rule-based fax handling</h4> <p>HOW-TO: Encode business rules into Fax Transform so faxes are routed consistently as volume grows</p> |

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

→ Learn more at lumahealth.io