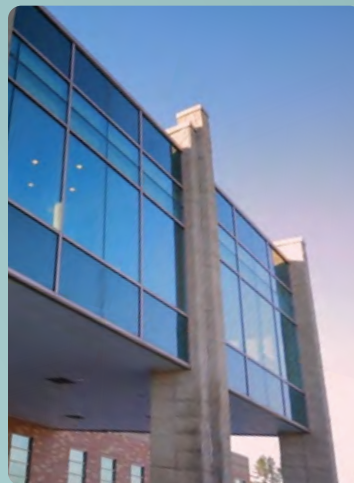




CUSTOMER STORY

Mile Bluff Schedules 90% of Eligible Referrals Without Staff

📍 MAUSTON, WI + REGIONAL HEALTH SYSTEM



90%

of eligible referrals
converted
to scheduled appointments

200+

referred patients
scheduled per month
on average

15+

staff hours
saved
monthly

THE PROBLEM

Schedulers chasing referrals while managing the phones

Mile Bluff Medical Center sits within an hour of several competing health systems. The team works hard to keep specialty care close to home. But getting patients from referral to appointment meant clinic schedulers calling up to three times, then mailing a letter.

Those same schedulers had a full plate of incoming phone calls. Managing referrals pulled them away from patients calling in to book care. “Our schedulers were tied up with leaving messages and hoping patients would call back,” said Janie Jones, Mile Bluff’s Patient Access Manager.

“

We’re giving our schedulers time back, while seeing more referred patients.”

Janie Jones
Patient Access Manager



THE SOLUTION

Referrals handled without staff

Today, Luma coordinates referral scheduling, prompting referred patients to schedule with an automated reminder and sending additional nudges as needed. Staff can focus on inbound calls and patients who are ready to schedule.

“We’re maintaining our referral volume with much less manual work,” said Jones. “Our schedulers aren’t spending their time trying to track people down, and patients are getting scheduled faster.”

HOW IT WORKS

- 1 Referrals created in MEDITECH automatically trigger patient outreach by text.
- 2 Luma reminds the patient to schedule on a cadence.
- 3 Scheduled appointments automatically close the referral in MEDITECH.

OUTCOMES

Get their results

 Referrals that keep moving HOW-TO: Meet patients where they are Patients respond to text outreach when they’re ready, eliminating up to three staff calls and a mailed letter.	 Less technology sprawl HOW-TO: Choose a platform to avoid extra maintenance “Luma reduces staff work without adding IT overhead,” said Jones.
 More staff bandwidth HOW-TO: Automate outreach based on the EHR Mile Bluff’s referral outreach begins automatically when a referral is created in the EHR.	 More efficient scheduling HOW-TO: Self-scheduling syncs with the EHR “We find where patients get stuck, from scheduling to waitlists to referrals, and make it easier,” said Jones.

See how Luma helps healthcare organizations expand patient access while reclaiming staff capacity.

→ Learn more at lumahealth.io