



CUSTOMER STORY

Simpler Same-Day Behavioral Health Care at Horizon Health Services

📍 BUFFALO, NY + SPECIALTY GROUP



-50%
time to
check in

30%
of payments made
pre-service, digitally

15+
same-day appointment
openings filled monthly

THE PROBLEM

Multiple steps and platforms to prepare for behavioral health visits

Horizon Health Services provides mental health and substance use treatment across 46 locations and more than 60 specialized programs throughout Western New York. By offering same-day appointments, Horizon strives to make care accessible and easy to obtain.

Connecting with care and support starts long before a patient's visit. But before Luma, it was difficult for patients and staff to navigate those pre-appointment steps across multiple platforms. "We always provided excellent care, but the administrative piece needed to be simpler," said Sarah Just, Corporate Director of Administrative Operations.

"Our CEO at the time, Erin DiGirolamo, wanted getting care to feel as easy as ordering a pizza. That became the guiding vision for our work with Luma," said Erica Westphal, Business Solutions Architect.

“

When people need mental health support, we make it as easy as coming in the door. Luma is instrumental in that.”

Erica Westphal
Business Solutions Architect



THE SOLUTION

A simple, quick path to care

Luma simplified the administrative piece of the patient journey, making it easy for patients to manage appointments, receive important information, and stay engaged with their treatment from one place.

Payment estimates, forms, self-service scheduling, and two-way communication with staff all happen before the visit, creating the simple experience Just and Westphal envisioned. That preparation has reduced first-time patient check-in from 10+ minutes to 4.

“Even better, everything is already in Oracle Health,” said Just. “Staff can focus on patients instead of paperwork.”

HOW IT WORKS

- 1 Everything patients need – from estimates to forms – is available in advance, in one place.
- 2 Patients complete everything in one digital experience before they arrive.
- 3 Completed information flows directly into Oracle Health.

OUTCOMES

Get their results



Prepare for fluctuations in patient volume

HOW-TO: “Some days three patients walk in, some days 17 patients walk in,” said Just. “Preparing patients before the visit reduces wait times for everyone.”



Stay in touch as things change

HOW-TO: Broadcast messages are one of Just and Westphal’s favorite features, helping them reach patients about schedule changes.



Help patients arrive informed

HOW-TO: “Patients have time to review forms in advance, instead of feeling rushed in a busy waiting room,” said Westphal.



Cut down unnecessary vendors (and steps)

HOW-TO: Fewer vendors means less jumping between systems, for patients and staff.

See how Luma's Operational AI platform makes it easier to access care.

→ Learn more at lumahealth.io