



Luma for Gastro and Digestive Health Practices

Getting in the door for specialty care can be one of the more frustrating parts of a patient's experience. Making it seamless and simple creates loyal patients, building your brand to keep them coming back.

Turn your complex workflows into a simple patient experience

- ✓ Get patients in sooner with patient self-service access via Patient Scheduling, Digital Call Deflection, and a configurable chatbot
- ✓ Prevent unused high-value appointments with actionable reminders, easy cancellation & rebooking, and Smart Waitlist offers
- ✓ Increase brand awareness with automated review requests and reputation management
- ✓ Reduce manual tasks for staff with automated, text-first communication tools, referral management, and mobile intake

What sets Luma apart

- » 24/7 omni-channel patient access
- » Messaging in over 30+ languages
- » HIPAA-compliant; SOC2- and HITRUST-certified
- » Integrated with 80+ EHRs, including Epic and eClinicalWorks, as well as systems like Salesforce

Outcomes from Luma Health Community

74%

of referred patients schedule an appointment.



3x more

appointment confirmations.



158%

increase in patient feedback responses.



Seamlessly integrate with your EHR and tech stack

From scheduling to intake and beyond, every Luma module works together, communicating 24/7 with your existing tech stack. Powerful out-of-the-box or configurable workflows unite with your EHR to take manual work off your staff. Customize further by connecting Luma to your CRM, digital front door, patient portal or app, and more.



Staff relying on manual phone calls and mailers to reach patients:

- Time-consuming for staff
- Inconvenient for many of your patients



With Luma automated reminders, keep patients coming back:

- Prevent lost revenue from patient no-shows
- Build your brand with automated requests for patient feedback

Hi, thanks for visiting Northern Hills Gastro. Please leave feedback by visiting this link for a quick survey <https://lumalnk.com/5876>.

Hi! We're following up regarding your procedure from 6 months ago. It's time to come back in for a check-up. Please schedule a follow-up by clicking <https://lumalnk.com/6838> or give us a call at [+\(415\)555-4522](tel:+(415)555-4522) to schedule your appointment. We look forward to seeing you soon!



The world is digital, so connecting Luma to other digital initiatives helps us acquire patients and compete in the modern marketplace.”

Rich Weissmark, Vice President, Strategic Operations



...and many more

Ready to enhance your community reach and outcomes?

Schedule a call with us at info@lumahealth.io