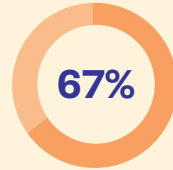**SJ HEALTH**
San Joaquin Health Centers

Unblocking Access Barriers with Oracle-Integrated Workflows

$50k

saved annually from appointments rescheduled via Luma

67%

of patients complete forms required for federal reimbursement ahead of visits

$58k

gained from filled waitlist slots within one year

SJ Health serves a patient population with many barriers to positive healthcare outcomes, with two-thirds at or below the federal poverty line and more than 95% with healthcare managed under California's Medi-Cal program. The need to make healthcare access as easy as possible and get more people to the right healthcare provider brought SJ Health to Luma.

📍 Stockton, CA   ⚙️ Oracle Health EHR   🏢 Primary Care

> " We hadn't been able to provide the patient-centered consumer experience we wanted because of roadblocks integrating with Oracle Health. Now we can involve the patient in their journey throughout the whole process – from scheduling to being seen."

Ahad Yousuf, MD, Strategic Projects, Quality, and BI at SJ Health

Opening more doors into SJ Health with deep Oracle Health integration

"We had tried to do everything directly in our Oracle Health EHR, but ended up with a number of disconnected point solutions and integration roadblocks. **Our patients were struggling to reach us without a seamless digital front door**," said Ahad Yousuf, MD, Strategic Projects, Quality, and BI at SJ Health.

With Luma, SJ Health created more "doors" into the organization. Now, patients self-schedule via phone or browser directly into the Oracle Health EHR, get automated outreach, upload digital forms bi-directionally integrated with Oracle Health, and much more.

> "
> Bi-directional integration with Oracle Health is so important for us. We reduce the risk of missing data when preparing patients for their appointments, which helps us see patients sooner and keeps us compliant with regulatory requirements."
>
> **Adele Campos, Patient Access Manager at SJ Health**

Getting (and keeping) patients on the schedule with self-service

SJ Health's patients have frequently changing schedules and often need to arrange transportation to visits. Without the ability to self-schedule or change appointments, **that meant high no-shows, backed-up phone lines, and requests for same-day appointments**.

"We were taking calls constantly – 1,200 calls a day just from our referred patients," said Yousuf. Adds Adele Campos, Patient Access Manager at SJ Health, "In our patient experience surveys, the most common issue was that patients don't want to wait on the phone to make an appointment." Quickly matching patients with open slots was imperative to both the patient and call center staff experience.

Patients can now schedule their own appointments online and cancel by text, with **availability and cancellations synced directly with the Oracle Health EHR**. If a patient doesn't make their appointment, the status of "no-show" in Oracle automatically prompts a Luma text with instructions to reschedule. "Patients used to say, 'every time I call, there aren't any appointments available.' **Now, our schedules are open and transparent**," said Campos. "It's dramatically improved our patient experience."

Deliver real impact for your community and business like SJ Health:

Choose access technology with EHR integration at the forefront.

SJ Health knew their access channels weren't cutting it, but "couldn't get integration to work without a bunch of roadblocks," said Campos. "We were never able to launch self-scheduling." They prioritized finding a partner with deep Oracle Health integration to avoid headaches down the road.

Customer Outcome

"The Luma-Oracle Health integration was done in under a month," said Yousuf. "And, it was a bi-directional integration that allowed full appointment booking with data flowing back to Oracle."

Give patients the ability to take action.

Many of SJ Health's patients have schedules that change week-to-week, and a manual rescheduling workflow contributed to a 30% no-show rate. Now, patients can skip time-consuming phone calls with 24/7 self-service.

Customer Outcome

Within the first year with Luma, SJ Health has reduced no-shows by one-quarter, from 30% to 22% across all sites.

Create impact for patients and success for your business.

Manually keeping up with a slew of different systems was costing SJ Health – in subscription fees, staff time, and lost reimbursement. With a single automated and integrated platform, these leaks have been fixed. "We're seeing more patients, we don't need to hire more people to handle the volume, and we're delivering a consumer-level experience," said Yousuf.

Customer Outcome

SJ Health now nets $500K more in annual revenue from better schedule utilization and saved subscription fees.

Remove access barriers to care for your patients: schedule a Luma demo today.