Fax Transform

AI-powered processing and follow-up for paper and electronic faxes

Transform manual workflows and electronic faxes into faster care for patients and click-to-verify ease for staff. Fax Transform completes manual steps behind the scenes in seconds, parsing discrete data and classifying faxes with Luma's AI capabilities, Spark. From there, automated follow-up connects referred patients to care, saves time for staff, and brings in more revenue.

TRANSFORM YOUR FAXES

From overloaded queues to better outcomes

Your staff might receive thousands of faxes a day, from referrals to plans of care, prescription refill requests, authorizations, records requests, and more. Spending repetitive hours manually processing faxes is unsustainable for staff, and the backlog translates to delayed care for patients.

Fax Transform eliminates the backlog by:

- ✓ Classifying and routing faxes by type and urgency, using your business logic.

- ✓ Parsing faxes for discrete data and flagging incomplete data for staff.

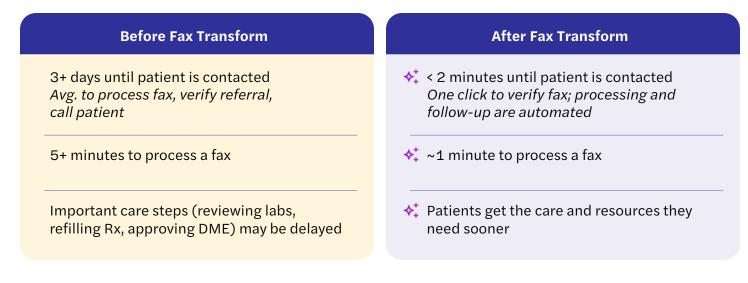- ✓ Closing the loop with patients and providers as needed.

> " We get a lot of faxes — over 500 per day across the organization — and it's just impossible to keep up with manually. Fax Transform automates it completely so it takes 10 seconds or less to file a fax.
>
> **Emily Smythe**
> Manager of Quality & Analytics
>
> DENT
> NEUROLOGIC INSTITUTE

3x faster
referral processing

Before Fax Transform	After Fax Transform
3+ days until patient is contacted *Avg. to process fax, verify referral, call patient*	✨ < 2 minutes until patient is contacted *One click to verify fax; processing and follow-up are automated*
5+ minutes to process a fax	✨ ~1 minute to process a fax
Important care steps (reviewing labs, refilling Rx, approving DME) may be delayed	✨ Patients get the care and resources they need sooner

REIMAGINE YOUR REFERRALS

Improved throughput for your most valuable faxes

Leaving referral faxes in the queue means revenue left on the table. Meanwhile, referred patients are left wondering when they'll be scheduled, and potentially waiting for weeks to be seen.

Step 1
Fax Transform uses Luma's Spark AI capabilities to automatically parse data from a referral fax, where staff can verify the fax with one click.

Step 2
A referral is created or updated in your EHR and the patient receives a message to schedule the referral. They're automatically reminded until the referral expires or they schedule, then the referral is automatically closed.

Safe and Secure

Fax Transform uses zero-retention models and is built to be ISO 42001:2023 compliant. Luma is HIPAA-compliant, ISO 27001:2022 Certified, HITRUST CSF r2 Certified, and SOC 2 Type II attested.

Have more questions about safety and security? Visit **lumahealth.io/security-and-trust.**

Ready to learn more about Fax Transform?

Book an informational call with us at **info@lumahealth.io**.

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