

Navigator

AI-enabled concierge that combines the best of voice and self-service

No more choosing between a personal touch over the phone and patient self-service. Navigator, Luma's AI-enabled omnichannel concierge, provides the best of both — and more.

With deep contextual understanding and guided help for patients, Navigator takes hours of routine tasks off your staff.

DESIGNED FOR YOUR NEEDS

Empowering patients and supporting staff

Navigator assists patients with common needs with the personal touch of a staff member (who speaks unlimited languages) and deeper awareness than self-service, call routing, or a chatbot. It intelligently switches to SMS, switches languages, hands over to staff, and even follows up on dropped calls. Staff stay informed in real time.



Patients

- ✔ Ask for appointment details, then make changes if needed
- ✔ Follow up on the whole family's appointments and prescriptions — all in the same interaction.
- ✔ Ask questions about how to prep for an upcoming procedure, then get a link with directions to the clinic

...and much more



Staff

- ✔ Fewer calls and portal messages for simple requests.
- ✔ Visibility into every patient interaction in real time, including switches of mode (e.g., voice to SMS) or language).
- ✔ The option to pick up the conversation themselves or at the patient's request.

...and much more

Creating a better healthcare experience

Navigator is designed for how real people access healthcare. Whether a patient needs to follow up on multiple requests in one call, doesn't have all their information immediately handy, or needs to hang up and finish the interaction later, Navigator can handle it.

Standard experience without Navigator

Bring in multilingual staff for call center

Deflect some calls to SMS

Staff follow up on dropped or incomplete calls

Help patients refill prescriptions via portal

Help patients prepare for appointments (forms, insurance, etc.)

Let patients cancel and reschedule via patient portal

Best experience, guided by Navigator

✦ Support many patient languages and bi-directional translation for staff.

✦ Navigator intelligently switches from phone to SMS as needed.

✦ Automatic follow-up on dropped calls

✦ Patients can refill prescriptions with Navigator.

✦ Patients can complete paperwork with Navigator.

✦ Quickly change appointments by voice or SMS, without logging in or waiting on hold.

Safe and Secure

Staff have reporting on both individual patients' communication histories and in a logbook-style view. Navigator uses HIPAA-compliant patient verification and PHI protection to secure patient interactions. Luma is ISO 27001:2022 Certified, HITRUST CSF r2 Certified, and SOC 2 Type II attested, and Navigator is built to be ISO 42001 compliant.

Ready to learn more about Navigator?

Book an Informational call at: info@lumahealth.io.