✳ luma™

Spark

Luma's AI capabilities to transform the staff and patient experience

Your organization is doing more to care for your community, with fewer staff resources and tighter budgets. Your technology needs to do more, too. Spark is Luma's industry-leading AI, infused across the Luma platform to power more efficient, more scalable workflows. Ready to **spark** better experiences?

HOW IT WORKS

AI-powered help, for real people

Spark is the latest iteration of Luma's platform, designed to help with the complex use cases and touchpoints in each patient journey. It supports both patient interactions and staff efficiency by relying on:

» Deep EHR integration and patient context.

» Zero-retention generative AI used with healthcare privacy in mind, including OpenAI GPT-4, Claude Opus, deepgram, and others, fine-tuned for healthcare.

> Spark parses both natural language (SMS, phone) and structured data (intake forms, faxes, etc.) — and then delivers actionable next steps.
>
> Best of all, Spark interactions feel natural, intuitive, and helpful for staff and patients.

HOW IT HELPS

Delightful healthcare interactions, for patients and staff

Spark powers innovative workflows today, and will grow to uplevel your workflows as it's infused throughout the entire Luma platform. Here's what's available today with Spark:

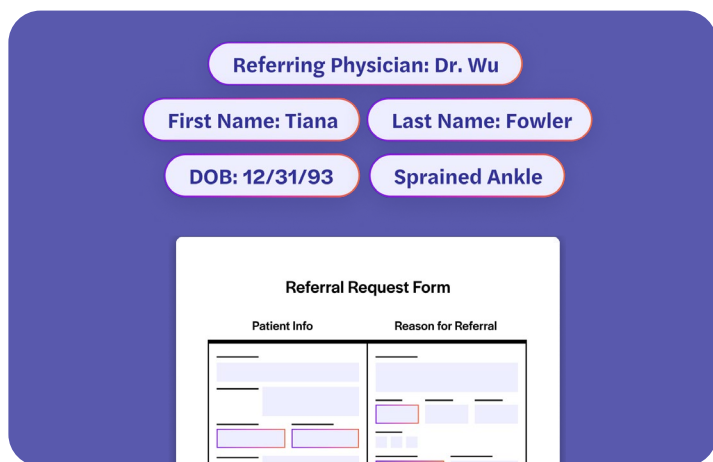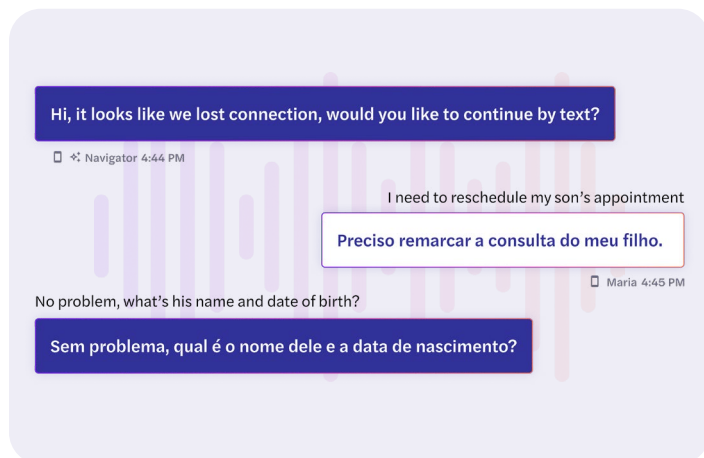| AI-enhanced Collaboration Hub	Navigator	Fax Transform
Upgraded Collaboration Hub workspace for staff, including automatic translation and visibility into concierge conversations	AI-powered patient concierge, supporting patient self-service, FAQs, and requests with intelligent phone and SMS conversations	Automated fax transcription and eligibility checks, transforming manual documentation into fast, one-click verification for staff

Spark in action

Spark is more than a phone tree, automation, or virtual assistant – it's built to intelligently understand what patients need and free staff up from time-consuming manual tasks. Here are a few examples:

Maria
Patient

Navigator intelligently switches to SMS to help Maria reschedule her son's appointment after she's disconnected. The conversation is in Portuguese at Maria's request.

Hi, it looks like we lost connection, would you like to continue by text?

📱 ✦ Navigator 4:44 PM

I need to reschedule my son's appointment

Preciso remarcar a consulta do meu filho.

📱 Maria 4:45 PM

No problem, what's his name and date of birth?

Sem problema, qual é o nome dele e a data de nascimento?

Referring Physician: Dr. Wu

First Name: Tiana   Last Name: Fowler

DOB: 12/31/93   Sprained Ankle

Referral Request Form

Patient Info   Reason for Referral

Eliza
Staff

Instead of spending hours calling referred patients and managing electronic faxes, Eliza uses Fax Transform and simply needs to verify the information.

Safe and Secure

We're committed to the gold standard in healthcare information security: we're ISO 27001:2022 Certified, HITRUST CSF r2 Certified, TX-RAMP Level 2 Certified and perform a SOC 2 Type II attestation annually. Spark is built to be ISO 42001:2023- and HIPAA-compliant.

Ready to learn more about how Spark can help you?

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