✳ luma™ | **LumaBot™**

Taking Care of More, so You Can Do More with Less

Imagine fewer phone calls, fewer headaches, and better care. LumaBot, Luma Health's web-based, actionable chatbot, has the convenience of instant messaging and the power of the entire Luma platform.

FOR PATIENTS

Taking care of healthcare needs

When a patient needs help, they don't want to wait on hold or struggle with an automated bot that's all words and no action. LumaBot taps into the power of the full Luma platform and its EHR integration to get them to the next step.

LumaBot empowers patients to:

📅 Schedule a new appointment.

📋 Complete screenings or intake paperwork.

👤 Make requests for Rx refills, specialist referrals, lab results, etc.
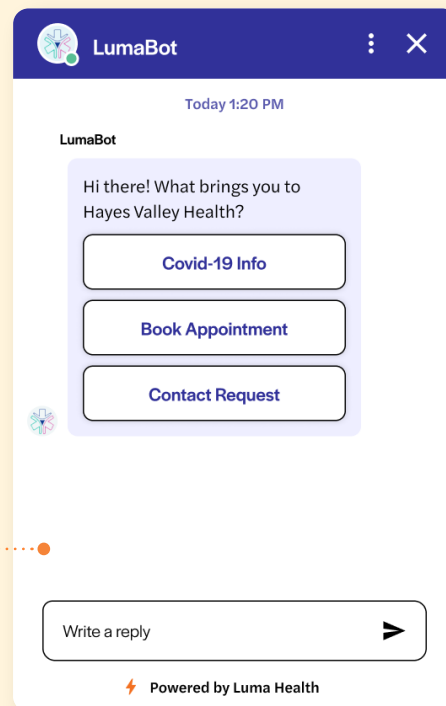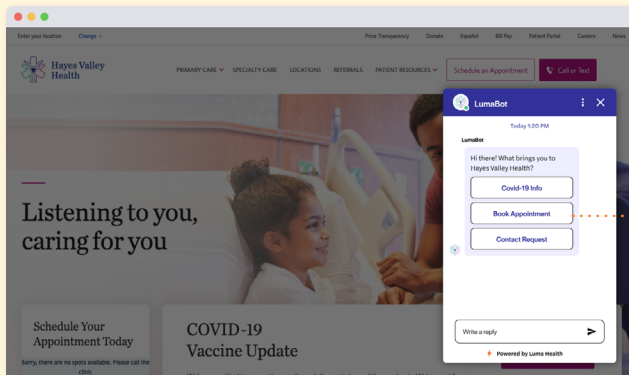
💬 Ask a nurse a question and understand when to expect a response.

❝

We designed the experience that we all want as patients — no jumping through hoops or waiting on hold, just a simple way to get to the next step in the care journey."

Angie Shin | Senior Product Manager

Taking care of business

With full schedules inside the clinic walls and a full plate of patient needs outside the walls, staff and clinicians have more tasks than hours in the day. LumaBot takes on routine tasks for them.

LumaBot frees up time by:

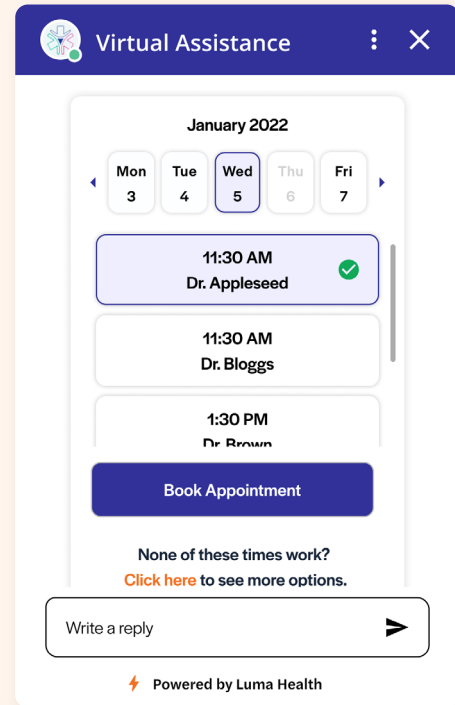Reducing phone calls during clinic hours and voicemails after hours.

Triaging questions or requests that need follow-up to a queue for later.

Taking care of common patient requests.

Pulling in the patient's history, so calling back is more efficient.

Virtual Assistance

January 2022

| Mon 3 | Tue 4 | Wed 5 | Thu 6 | Fri 7 |

11:30 AM
Dr. Appleseed ✓

11:30 AM
Dr. Bloggs

1:30 PM
Dr. Brown

Book Appointment

None of these times work?
Click here to see more options.

Write a reply ➤

⚡ Powered by Luma Health

LumaBot does more because it's powered by more:

Actions across the Luma Health platform
Customizable chatflows

Integration with your EHR schedule
No double-documentation

Insights from the patient record
More informed staff

CCDA exchange
EHR stays your source of truth

Out-of-the-box languages: English, Spanish, Portuguese
Reaching more patients

Ready to learn more about LumaBot?

Schedule a call with us at info@lumahealth.io.

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