

Mobile Patient Intake for Modern Healthcare



www.lumahealth.io

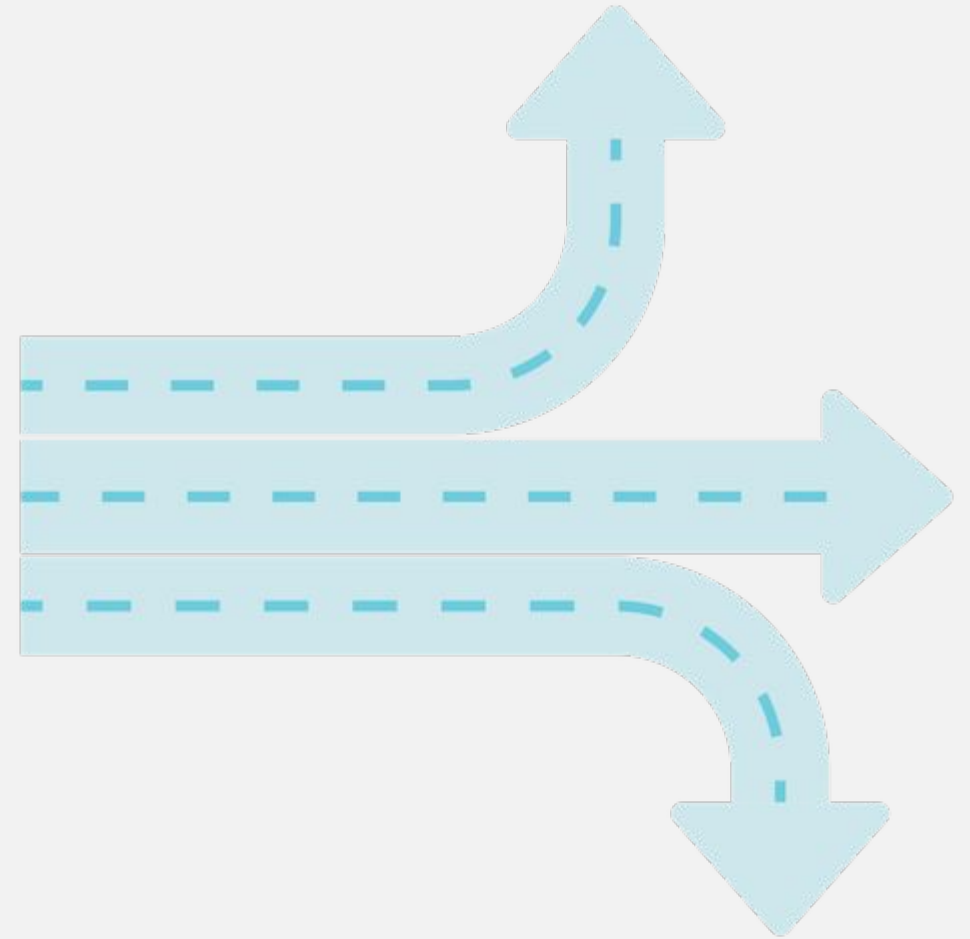
The patient intake bottleneck

How the current intake process is
holding back patients and providers

The patient journey begins before the day of the appointment.

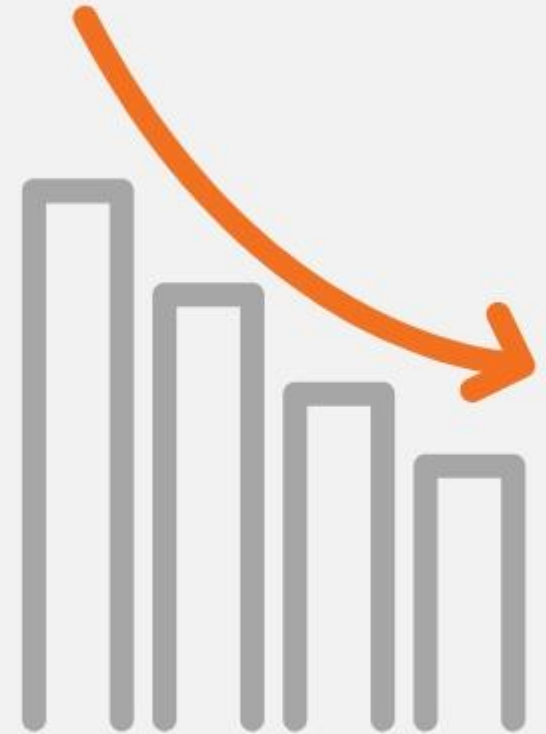
It starts with a symptom, an illness, or an important medical question.

But when patients and providers meet, the intake process can create a **care bottleneck**.



Quick poll!

How long do your providers have to review intake forms before an appointment?



Long patient wait times = poor patient experience

20 minutes

is the average wait time for
patients across the country

Long wait times combined with
a manual intake process leads
to patient and provider
frustrations and additional
delays.

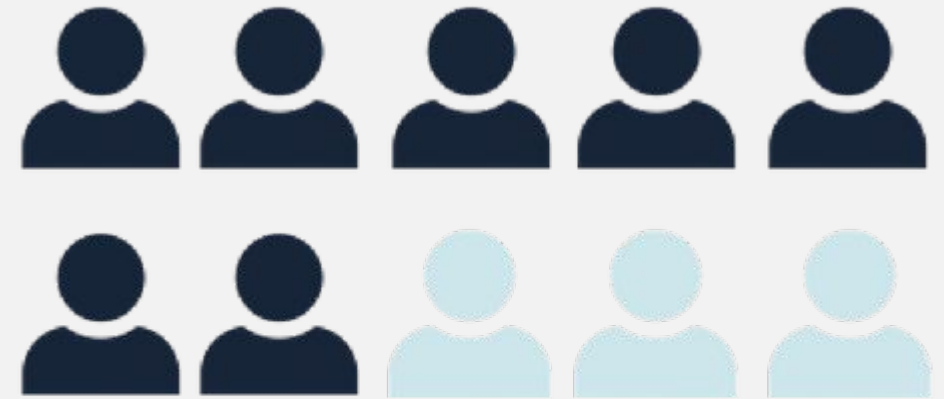
Paper forms and clunky hardware cost too much to maintain.

Paper forms --

- Cost too much over time
- Take up valuable space
- Are not environmentally friendly

Kiosks and other hardware --

- Cost too much to set-up
- Require constant maintenance
- Still require patients to get to their appointment early



7 out of 10 want to
communicate electronically
with their providers.

Quick poll!



How long do you or your co-workers spend on patient intake data entry every day?

Manual data entry is holding healthcare back.



You could be spending up to two weeks a year per provider on data entry.

High-quality care depends on patient-reported data.

- Miscommunication via human errors is the #1 driver of medical errors
- Medical errors are the third leading cause of death in the U.S.

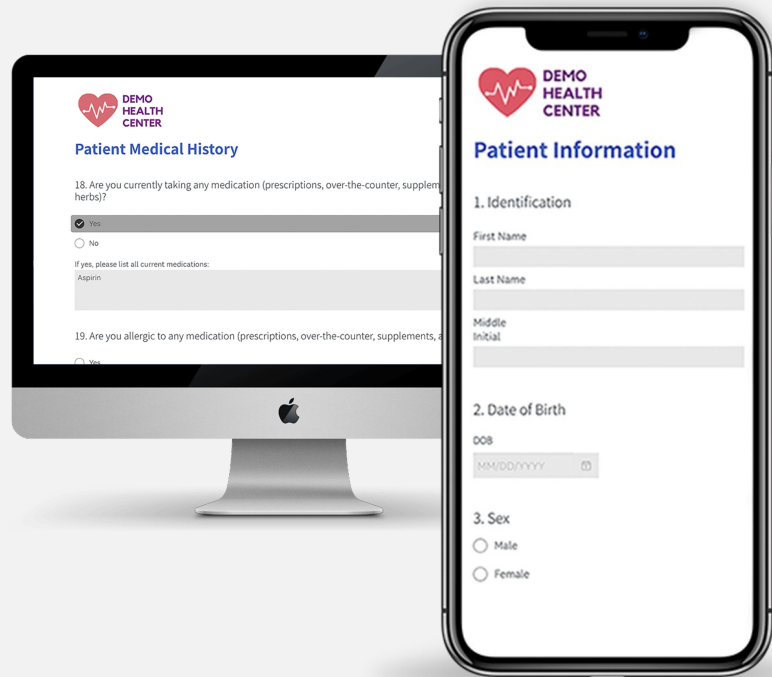


11% of medical data entry include errors

Mobile Patient Intake

The modern intake process patients
and providers both want

The intake process patients and providers want.



Maximize patient happiness by allowing patients to complete forms on their time, on their device.

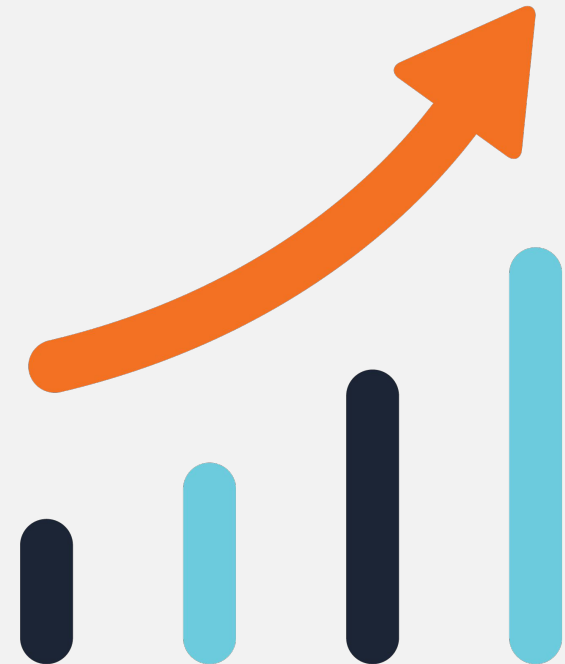
Give the care team the patient data they need before appointment day.

Eliminate the intake bottleneck.

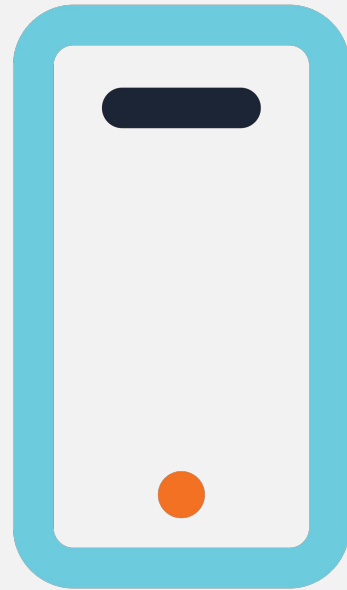
With more prep time, see more patients.

Give the care team the data they need to prepare for better and more engaging patient visits.

Make appointments more efficient, and see more patients to boost revenue.



Modern patient intake



100% customizable, HIPAA-secure forms allow your organization to go paperless without clunky kiosks or proprietary hardware.

Easy set-up allows your organization to integrate the intake process into existing reminder workflows.

More efficient care team workflows

Eliminate data entry for good.

Front desk staff can focus on providing top-notch customer service, not transcribing handwritten forms into the EHR.

Half of business leaders say that removing paper from business processes has led to the biggest gains in productivity.



Better data, better care



Intake forms that sync with your EHR eliminate data entry errors and help build more robust patient data.

One-third of patients want to spend more time with their providers.

How it works

Automatically send patients intake forms via text or email days or weeks before the appointment.

The screenshot displays the LumaHealth Collaboration Hub interface. On the left is a dark sidebar with navigation options: Activity Feed, Hub, Broadcasts, Referrals, Waitlists, Reports, and Actions. The main area is divided into a 'Collaboration Hub' section on the left and a chat window on the right.

Collaboration Hub

Search for patients

Subscribed All

Avatar	Name	Message	Time
CF	Foster, Calvin	Alex: Calvin Foster has a recall	5m ago
JS	Smith, John	Alex: John Smith has a recall	5m ago
MB	Beahan, Myra	Alex: Myra B has submitted <...	5m ago
TB	Bahringer, Tate	Alex: Tate B has submitted <...	5m ago
MS	Schaden, Marta	Alex: Marta S has submitted <...	5m ago
HT	Tillman, Hildegard	Alex: Hildegard T has submit...	5m ago
BK	Kuhic, Brady	Alex: Brady K has submitted...	5m ago
AP	Paucek, Angelita	Alex: Angelita P has submitte...	5m ago
JB	Bradtko, Jade	Alex: Jade B has submitted <...	5m ago
MH	Hermiston, Myles	Alex: Myles H has submitted <...	5m ago
	Lane, Tishawn		

Chat Window: Foster, Calvin
DOB: 09/25/1964 - Last seen: never logged in

Messages:

- May 01, 2018 5:00pm ✓ Alex
- Calvin Foster has submitted new insurance information Aug 24, 2018 5:00pm ✓ Alex
- Your appt with Alva Goldner at Alex 90379 Eleanora Street is on Aug 25th, 5:00 pm. Reply YES to confirm or NO to cancel Aug 25, 2018 5:00pm ✓ Alex
- Calvin F has submitted new insurance information 5 minutes ago ✓ Alex
- Calvin Foster has a recall 5 minutes ago ✓ Alex
- Calvin F has submitted new insurance information 5 minutes ago ✓ Alex

Internal staff-to-staff chat is here! You can also tag other staff members using the '@' symbol. [Read more on our help center >](#)

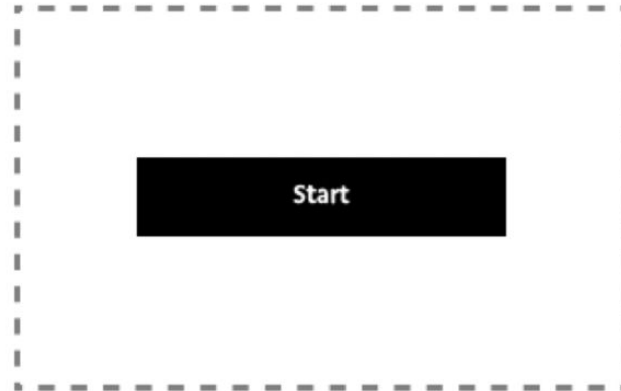
Internal message

Capture insurance information and verify insurance eligibility.

Hayes Valley Health
Welcome, Jennifer Etter!

Please upload or take a photo of your primary insurance card.

Front


A dashed rectangular box representing the area for capturing the front of an insurance card. In the center of this box is a solid black rectangle with the word "Start" in white text.

Back

A dashed rectangular box representing the area for capturing the back of an insurance card.

Collect patient demographic data and health history in a HIPAA-secure format.

EXIT

 **DEMO
HEALTH
CENTER**

Patient Medical History

18. Are you currently taking any medication (prescriptions, over-the-counter, supplements, and herbs)?

☐ Yes

☐ No

If yes, please list all current medications:

19. Are you allergic to any medication (prescriptions, over-the-counter, supplements, and herbs)?

☐ Yes

**Get secure,
electronic patient
signatures on
consent forms
with automatic
time-stamps.**

28. We are required by law to maintain the privacy and security of your protected health information (PHI). We are also required to provide you with our Notice of Privacy Practices which describes our legal responsibilities and your rights regarding the use and disclosure of your PHI.

- ☒ Yes - I received a copy
- ☐ No - I did not receive a copy

29. By entering my name and date below, I am consenting to all of the information on this form.

Patient Name

Today's Date

Prev

Done

Patient data syncs into their health record in the EHR.

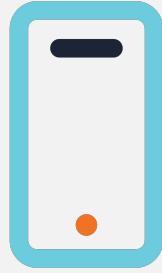
lumahealth



Driving results for Luma Health customers



NPS boosted by over 3% in just 30 days by offering mobile patient intake



20% of patients immediately adopted the new intake process



Eliminates intake bottleneck - 99% completion rate

Go beyond intake – collect the patient data you need.

Patient Experience Evaluation

- Distribute assessments like HCAHPS and other forms to measure patient experience and satisfaction

Patient-Reported Outcomes

- Screening assessments around pain level, functional status, social determinants of health, and more
- Patient-reported outcome measures for things like weight, blood pressure, and respiratory rate

Questions?

Alex Harris, Product Marketing Manager
alex@lumahealth.io

Angie Shin, Product Manager
angie@lumahealth.io

Make sure your computer audio is on.

- All participants are muted
- If you have a question, please type it in the Q&A box
- Make sure your computer sound is turned up

