luma™ OPERATIONAL AI PLATFORM

Conversational AI

VOICE SMS CHAT
OMNICHANNEL EHR-INTEGRATED

Luma's AI integrates deeply with your EHR for more efficient staff and an elevated patient experience across voice, SMS, and chat.

SERVING 1,000+ CUSTOMERS ACROSS THE US, CANADA, UK, AND THE CARIBBEAN

Virtua Health · UAMS · Banner Health · Geisinger · Sun River Health

DENT Neurologic Institute · Fisher | Titus · Ortho Nebraska · Northfield Hospital + Clinics · Maury Regional Health

Goodbye, legacy front door. Hello, omnichannel agent.

Luma's omnichannel conversational agent helps patients move to the next step without dead ends or added staff work. From changing appointments directly in the EHR to proactively reaching out about care gaps, Luma uses EHR integration and your business logic to speed up operations and help you care for more patients.

> We were looking for efficiency, and we found it with Luma's AI. It frees up valuable time for our staff to focus on more critical tasks.
>
> Michelle Winfield-Hanrahan, BSN, MHA, MSN, Chief Clinical Access Officer and Assistant Vice Chancellor of Access, UAMS

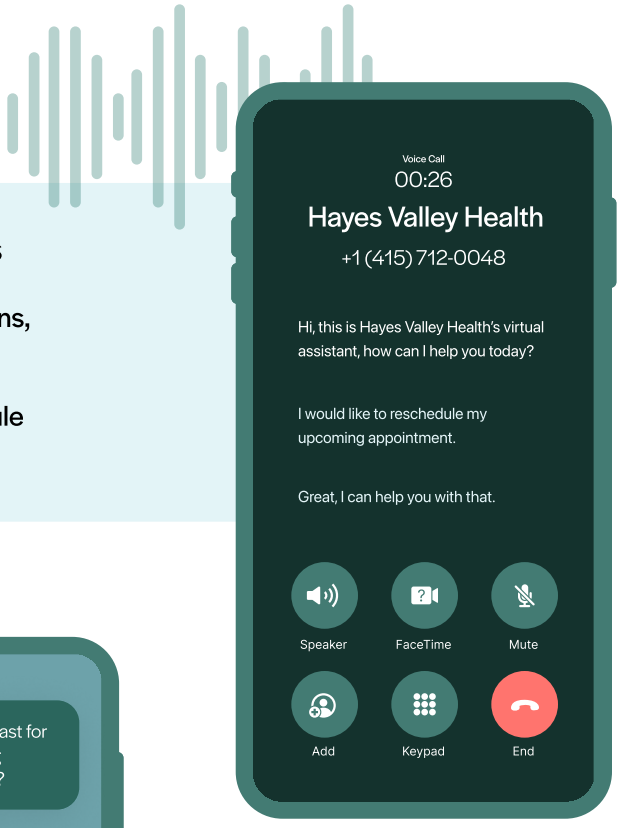
VOICE SMS CHAT

How it works

The agent gets patients to the next step and reduces staff burden while keeping the EHR the source of truth.

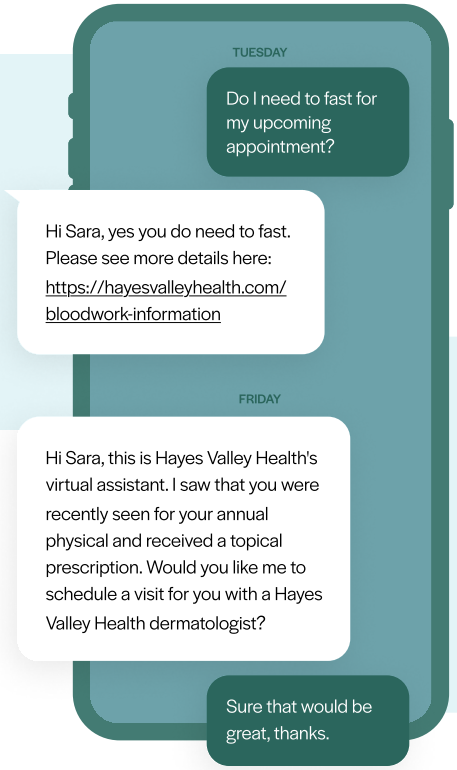
Handle incoming calls

- Answer patient questions, with EHR context
- Schedule and reschedule appointments



Provide omnichannel support

- Reduce call volume with agentic voice, SMS, and chat
- Give patients 24/7 conversational help, in any channel



Coordinate care journeys

- Place outbound calls and SMS to close care gaps, reschedule no-shows and more
- Go from reactive to proactive, without staff burden

luma™

RESULTS FROM OUR CUSTOMERS

Enterprise efficiency

UAMS

EPIC EHR · LITTLE ROCK, ARKANSAS · ACADEMIC MEDICAL CENTER

95%
cancellation calls
handled by AI

800+
call center hours saved
in one year

10,000+
calls handled by AI
in one year

BEFORE LUMA	AFTER LUMA
Constant catch-up on after-hours voicemails	Staff focused on higher-value work
Out-of-date schedule and unused slots	Cancellations reflected in Epic in real time

Conversational agent

Banner Health

ORACLE HEALTH EHR · PHOENIX, ARIZONA · INTEGRATED DELIVERY NETWORK

-70%
less inbox triage
by staff

2,300+
AI-handled conversations
in one year

6 hours
sooner responses
for patients (avg.)

BEFORE LUMA	AFTER LUMA
Patients waiting for simple answers	24/7 conversational support
Staff manually triaging conversations	Agent brings in staff where needed

Luma Health was founded on the idea that healthcare should work better for all.

Our operational AI platform eliminates bottlenecks to make health systems more efficient—from the patient journey to the back office. Headquartered in San Francisco, Luma has research and development centers in the United States, Brazil, and Europe. We serve more than 1,000 healthcare organizations across the United States, Canada, the United Kingdom, and the Caribbean. Luma supports the care journeys of more than 100 million patients.

→ Learn more at **lumahealth.io**

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