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CREATING DIGITAL CARE JOURNEYS FOR KECK MEDICINE OF USC

FROM AUTOMATED APPOINTMENT REMINDERS TO VIRTUAL CHECK-IN



CHALLENGE

Keck Medicine of USC, a health system based in Los Angeles, had experienced a few years of dramatic growth in both patient volume and geographic footprint.

To help optimize availability for a large patient population, many of whom require complex, specialized care, Keck needed to minimize appointment no-shows and late cancellations. At the time, its IT required staff to manually enter appointment details.

This process did not integrate with the electronic health record and provided limited visibility into what was going on during patients' real-time care journeys. On top of that, access teams were looking for stronger levels of customer support.

They realized they needed a solution that was highly adaptable and capable of taking on expanded use cases over time. As Covid-19 struck, the first test of this was to quickly roll out text-based virtual check-in, as the health system needed a way to avoid viral transmission in waiting room areas.

SOLUTION

Lumeon's automation platform enables Keck to digitize their care journeys, starting with the focus areas of appointment reminders and virtual check-in. The platform interfaces with the patient through convenient channels such as text, eform, IVR and email, while coordinating healthcare professionals involved in the patient's care.

The platform fully integrates with their Cerner EHR, alleviating staff workload, for example, patient cancellations are automatically updated in their Cerner scheduling system.

Keck Medicine of USC



automated appointment reminders sent per month



reduction in appointment no-show rate

<mark>≌</mark>⊜ 67%

of eligible patients checked in virtually within first 10 days



In just one month after implementing the first stages of Lumeon we saw no-shows reduce markedly. The value of Lumeon is highlighted by the flexibility of the product.

Laurie Johnson, Chief Ambulatory Officer at Keck Medicine of USC.



APPOINTMENT REMINDERS

Lumeon's platform automates appointment reminder activities and processes. Patients receive three reminders for each appointment – via voice, email or text – and in their preferred language, without manual intervention from staff. Patients can request to cancel or reschedule, in which case they are transferred to an operator.

Care teams only need to engage with the system to follow up with a patient due to noncompliance, a no-show for an appointment or if the patient has requested help from their care team. Staff also have access to a centralized, self-service library of pathways so they can make changes as and when needed.

If a patient has multiple appointments on the same day the system only sends one reminder to cover all of them, and all messages are only sent during appropriate hours.



VIRTUAL CURB-SIDE CHECK-IN

The virtual check-in solution, deployed during the Covid-19 pandemic, sends patients automated text message reminders ahead of their upcoming appointments that include instructions to remain in their car and simply text "READY" upon arrival.

After texting 'READY,' the patient is registered as having checked in and is asked to continue to wait in their car or near the clinic until further notice. When the care team is ready to receive them, a text message is sent to notify the patient to come in, along with directions to the appropriate location.

During the first 10 days that the system was live, 67% of eligible patients used the system to check in virtually for their appointments, avoiding congestion in the outpatient facility during Covid-19.

Over time, as we identified other processes that could improve with automation, Lumeon consolidated these services into a single technology platform.

Laurie Johnson, Chief Ambulatory Officer at Keck Medicine of USC.

SUMMARY RESULTS:

Health System >

Text Message Tue 25 Jan, 15:53

LAURA: Welcome. Your

Stay in your car until the doctor is ready to see you. We will send further instructions shortly. You can text HELP, if required.

Text Message

arrival has been registered.

READY

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- 29% reduction in no-show rate (7% to 5%)
- Reduced administrative burden for staff

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- · Self-service appointment reminders
- Real-time HL7 integration with Cerner
- · Safer patient arrival with virtual check-in
- Future potential to expand capabilities one platform, many solutions

