

# Next generation appointment reminders for NYC Health + Hospitals

## THE JOURNEY TO VIRTUAL CARE

NYC Health + Hospitals, the largest public health care system in the U.S., has been using Lumeon's automation platform to launch virtual care solutions, across emergency, chronic care and patient access teams. As COVID-19 struck, the health system was able to quickly adapt their operations, with solutions launched within as little as seven days.



## FEATURED SOLUTION: APPOINTMENT REMINDERS

*Automated appointment reminders that are easy to edit and make patient rescheduling simple, reducing no-shows by 29%.*

### BENEFITS:

### CHALLENGE

- No show rates of 20 - 40% and late cancellations caused revenue leakage and under-utilized resources
- Patients not engaged - reminders only in English
- No rescheduling options - voice reminders only
- Manual nature of editing/sending reminders was costly

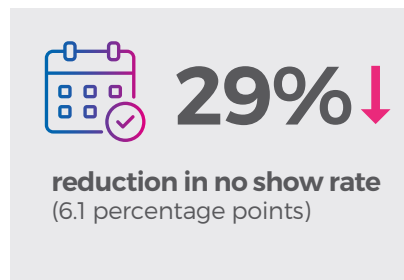
### SOLUTION

Lumeon built a new appointment reminder system for NYC Health + Hospitals, supporting patient communication preferences, starting with SMS reminders in multiple languages. Full integration with their Epic EHR, alleviates staff workload, for example, patient cancellations are automatically actioned in Epic.

The reminder cadence and content is customizable, with messages typically sent three days and one day prior to the appointment. Patients can confirm, cancel, or request to reschedule, in which case they will be connected with an operator.

### KEY TAKE-AWAYS

- 29% reduction in no-shows, compared with legacy vendor
- Simple solution with high patient response rates
- 96% of patient languages covered



## PIVOTING TO TELEHEALTH APPOINTMENTS

Lumeon was able to help NYC Health + Hospitals ensure care continuity during the COVID-19 pandemic, by using telehealth appointment reminders. An appointment link and instructions are automatically included within the reminder, which patients simply click on and proceed to a virtual waiting room provided by their video consultation vendor. This helps reduce telehealth appointment no-shows and increase appointment readiness.