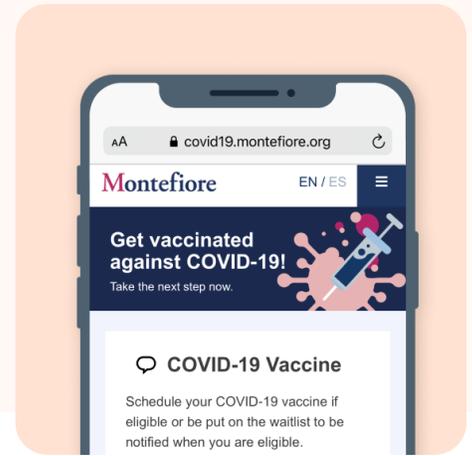


MONTEFIORE HEALTH SYSTEM

Vaccine Operations Case Study

How Montefiore Health System used Luma Health to create a scalable vaccination program for a city devastated by COVID-19



Montefiore

ABOUT MONTEFIORE

Montefiore Health System is one of the top-ranked health systems nationally and has provided high-quality care to its patients for the past 100 years. Located in the heart of New York City, Montefiore has been on the front lines throughout the pandemic.

PHONE LINES WERE FLOODED WITH REQUESTS FOR COVID-19 VACCINES

In early November 2020, even before the first COVID-19 vaccine was approved by the FDA, Montefiore's patients were calling the health system's COVID-19 hotline asking about vaccinations. Once the first vaccines became available in December, their call center was overwhelmed with concerned patients and caregivers hoping to schedule appointments.

The team collaborated with Luma Health to design a solution that could:

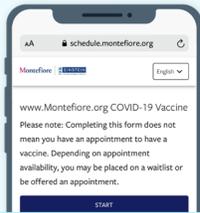
- 1 Allow eligible patients and front-line staff to schedule online
- 2 Add not-yet-eligible patients to Luma Health's Smart Waitlist so they'd be proactively contacted
- 3 Scale according to demand, and flexibly align with evolving New York guidelines
- 4 Seamlessly integrate with their Epic EHR

FROM PHONE CALLS TO ONLINE SCHEDULING IN UNDER TWO WEEKS

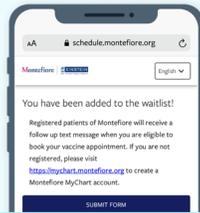
Luma Health developed a customized online scheduling solution to fit Montefiore's needs.



With Luma Health, making vaccination appointments became quick and easy for patients:



The self-scheduling portal was easy to use and ensured that only eligible patients could schedule their appointments.



Not-yet-eligible patients were added to Luma Health's Smart Waitlist. As eligibility expanded, they received text offers for appointments.



With seamless integration into Montefiore's Epic EHR, providers can follow up with new and established patients for routine care after their vaccinations.

LUMA HEALTH HAS AUTOMATED A MASSIVE PUSH TO VACCINATE THE RESIDENTS OF NYC

Luma Health's Vaccine Operations Solution powers two large New York City hospitals, Ryan Health and Montefiore Health System. More than half a million patients were served by Luma Health in two months after finding appointments through **NYC's Vaccine Finder**.

As the COVID-19 vaccination effort enters a new phase focused on uptake and equity for underserved populations, Montefiore Health System is key to vaccinating the New York metro area.

The platform quickly delivered significant results and continues to bring patients in for vaccinations:



375,000+ patients have received vaccination outreach on their phones



366,000+ screening forms have been completed online



57,500+ vaccination appointments scheduled, at a rate of up to 10+ appointments per minute

Luma Health partners with health systems of all sizes to streamline the entire patient journey. Learn more about how choosing Luma Health as your technology partner can help you increase access, drive revenue, and improve satisfaction for both patients and staff at www.lumahealth.io.

