

Luma Health Feature Cheat Sheet: Broadcast Messaging

Broadcast Messages in Luma Health

What is it?

• Luma feature that allows practices to customize a mass message to their patients regarding inclement weather, provider out of office notifications, etc.

Who does it contact?

• Contacts patients with an upcoming scheduled appointment or patients who have been seen at the practice but do not have an upcoming appointment

How does it work?

Broadcast messages can be sent in two ways:

- Select *Scheduled Patients* to contact patients with scheduled appointments. After selecting "Scheduled Patients, refer to the steps on the next page to send your broadcast message.
- Select File Upload option to message patients without scheduled appointments
 - Please reference our cheat sheet on client resources if you intend to use this method.

Scheduled patients	Patients from an uploaded file
Message multiple patients on your schedule who will be impacted by recent changes, like:	Send population health messages to a list of patients from your EHR.
- doctors calling in sick	We require specific formatting refer to
- last-minute office closures	our guidelines and download the patient list
- address changes	template <u>(.csv)</u> to get started.



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Steps to complete:

- 1. Title Your Broadcast Message (example: "Hurricane Announcement")
- 2. Select a message from your library or write a custom message in the box provided.
- 3. Confirm Timing:
 - a. Send your message immediately or
 - b. Schedule it to be sent later
- 4. Filer patients it will be sent to by:
 - a. Appointment date

NOTE: Sending a message to patients schedule for "any time" will message patients within scheduled appointments in the next six months

- b. Facility
- c. Provider
- d. Appointment Type (NextGen Event Type)
- e. Appointment Status

You can filter by a single characteristic or use a combination of these. By default, all event types, appointment statuses and facilities are included, unless you have saved custom defaults for yourself. Use the search feature to find event types, providers, or facilities that do not appear on the screen already. If you have administrator approvals set up for broadcast messages, your administrator will need to approve of your broadcast message before it is delivered.

Find patients by name, birthdate or phone numbers 9.	🖹 🥝 🌲 TSI Test Final 🗸
New broadcast to current patients.	
Inclement Weather	
Message	
The message will be the same regardless of your patient's communication preference (text, email, or voicemail), so please phrase it so it'l work over all three channels.	
Hello {{patient.firstname}}, this is {{facility.name}}. Due to inclement weather conditions and the safety of our patients and staff, our office will be closed during your appointment on {{appointment.longdate}}. We apologize for the inconvenience. Please call us at {	{facility.phone}} to reschedule. Thank you.
Appointment Reschedule: Inclement Weather v Send as secure chat	
Timing Image: Send now O Send later 3	
Patient filters	
Appt Date 👻 Facility • All Provider • 0 Appt Type • All Appt Status • All	ê
Any O Specific Date O After Specific Date O Custom Range	^
You must select at least one filter for appointment type, appointment status, provider, and facility.	

If you have any questions/concerns regarding the information included in this document please contact helpdesk@tsihealthcare.com!