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.

Who do you want to message?

Scheduled patients

Message multiple patients on your schedule who will be impacted by recent changes, like:

- doctors calling in sick
- last-minute office closures
- address changes

Patients from an uploaded file

Send population health messages to a list of patients from your EHR.

We require specific formatting -- refer to our **guidelines** and download the patient list template (**.csv**) to get started.

Cancel   Continue

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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.

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