

Valle Del Sol's Digital Transformation— A Consolidated Approach to Patient Care

THE CHALLENGE

As a large, multi-location community health center, the Valle del Sol team strives to accomplish stellar patient care and efficient processes. However, as they became backlogged by paperwork, long manual workflows, and disjointed operations, their staff experienced increasing burnout.

These lengthy tasks contributed to payment delays and overall inefficiencies in patient experience and engagement. Rachel Contreras, Corporate Director of Operations at Valle del Sol explained, "A lot of what we were doing before did not allow us to make the best use of patients' time. It was causing patients to spend more time in our lobbies and exam rooms. It was causing our clinicians to run behind, and clinical frustration."

Especially as a behavioral health FQHC, Valle del Sol has essential forms that must be filled out, such as PHQ-9 health questionnaires and sliding fee scales. However, hefty in-office intake forms caused many patients to overlook portions of these questionnaires.

Even with fully completed forms, Valle staff had to manually enter the information into their NextGen® Enterprise EHR. This long and tedious workflow further lengthened the billing and collection process, slowing revenue flow.



CLIENT PROFILE

Valle Del Sol

Background: Valle del Sol is a Community Health Center that began as a social movement during the drug epidemic over 40 years ago. Today, it is an FQHC with six locations across Phoenix, Arizona, offering a fully integrated care model to patients with services ranging from primary care, behavioral health, psychiatric services, and medication management programs.

Our Solutions:

NextGen® Patient Engage
powered by Luma

NextGen® Self-Scheduling
powered by Luma

NextGen® Waitlist
powered by Luma

HIGHLIGHTS



*Streamlined
patient intake and
form completion*



*Cost savings
and accelerated
revenue collection*



*Integrated
workflows for
staff & provider
efficiency*

THE SOLUTION

Valle del Sol looked towards patient engagement solutions from Luma Health. Besides the vast functionalities within each of these solutions, the biggest selling point on Luma was its complete integration with their NextGen EHR. “One of the biggest key pieces is when it can integrate with your EHR system. That’s a game changer,” Contreras emphasized. Specifically, Valle del Sol implemented new pre-visit, patient communication, self-scheduling, and behavioral health screening workflows.

Patients now receive their intake forms electronically, giving them the opportunity to complete their forms from the comfort of their homes prior to their visit. These forms are digitized and automatically integrate into the EHR upon completion. Valle also implemented live texting features to send reminders, improve accessibility to the practice, and boost overall patient engagement and satisfaction.

In addition, Valle del Sol is proud of how they have used these Luma solutions to creatively tackle unique challenges. Specifically, they have built custom forms and interfaces for patients that allow for more simplified scheduling and screening processes.

THE IMPACT

EHR integration and automated, enhanced workflows have had major impacts on Valle del Sol’s workflows, patient accessibility, financial outcomes, and overall outlook.

Automation and integration

Workflows that once consisted of manual, paper-filled processes now consist of virtual forms, automation, and EHR integration. Sending forms to patients in advance has improved both patient experience and staff workload. Contreras highlights, “We’ve been able to collect a lot of that data ahead of time or at the point of check-in, which has really made a lot of our workflows and clinical processes more efficient.”

On the clinical side, Stacy Quilopra, Clinical Nurse Administrator at Valle del Sol, adds the effectiveness of integration, saying, “Once the patient completes screening questions from the Luma packet that was sent to them electronically, that integrates into NextGen, and then the medical assistants can see those things. That way they’re not duplicating any tasks. So now that’s one thing less that they have to worry about.”

Practice accessibility & patient support

Luma has also opened more opportunities for connection between Valle and their community. One initiative they are especially proud of is their autism care program, and Luma has helped them further its effectiveness.

As part of this program, Valle del Sol sends mobile teams to local schools to host medical clinics for children. With the help of Luma, the Valle del Sol team created a custom patient platform that patients and their parents can access via a QR code. The Luma-powered platform allows parents to choose an appointment slot and add any pertinent information for the provider before the visit. “It’s been very efficient, very simple for all these families. We’ve heard nothing but positive feedback from them about how easy it is for them, and we’ve enjoyed the experience,” Rachel Contreras emphasized. The success of this solution has allowed them to expand digital scheduling across 18 additional providers.

“We’ve really been able to integrate Luma from the very beginning to the very end of everything that we do.”

*Rachel Contreras
Corporate Director of Operations
Valle del Sol*

Similarly, the Valle team has developed a live texting feature to support crisis intervention. Within their appointment reminder and SMS interface, the system automatically identifies and alerts staff to the use of any crisis keywords so patients can be promptly contacted and checked on.

Financial impact

For the first time, Valle del Sol has been able to digitize their sliding fee scale form. As an FQHC, they are required by HRSA to offer a sliding fee scale to patients to help calculate their copay. Valle del Sol used Luma to build an electronic version of this form, where patients can enter their income and calculate their copay. With this electronic version, Valle reports that 95% of patients are filling out the sliding fee electronically. "It's really increased our completion rate. It's made us more compliant, and it's taken a lot of the manual paperwork out of the equation," Contreras highlighted.

Not only is Luma the first platform that has allotted them this success with the sliding fee scale, but it has also allowed them to consolidate from four vendors to one. The switch to Luma has saved them about \$40,000 - \$50,000 annually.

Looking ahead

As Valle del Sol continues to grow, strengthen, and serve its community, they are confident that NextGen and Luma will continue supporting their goals with creative, custom solutions for their organization. Rachel Contreras emphasizes, "We believe in reaching all the communities that other people have been unable to reach. We have a strategy, and I think NextGen and Luma are going to be amazing tools and resources to get us there."

"I can say our patients have completed their forms more using Luma than they have from our other system. It's not difficult, it's user friendly, and they're all getting it done. I love it."

Tracy Lara
Operations Manager
Valle del Sol

Talk to an expert today.

Partner with us at 855-510-6398 or results@nextgen.com

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