

A smiling male doctor with a beard and a stethoscope around his neck, wearing a light blue button-down shirt. He is holding a tablet computer and looking towards a female patient whose back is to the camera. The scene is set in a bright, modern office or clinic with a green plant in the background.

# Harmonize Your Healthcare: Providers and Patients Unite

Cultivate more patient participation,  
reduce staff strain

**nextgen**<sup>®</sup>  
healthcare

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## First impressions can make or break your practice.

Consumers equate quality care to convenience, communication, and a user-friendly experience.

The NextGen® Patient Experience Platform makes it easier for people to connect to your practice and get the most out of your care. Your care team will also appreciate the freedom from burdensome tasks that can create barriers to patient satisfaction.

- Increase engagement
- Improve loyalty
- Attract new patients

**According to *Medical Economics* 2020, 91% of patients say telemedicine would help them stick to appointments, manage prescriptions, and follow regimen recommendations.<sup>1</sup>**

## Benefits for Patients

- Enables easier, more secure communication with your practice
- Makes updating personal health and insurance information easier
- Increases engagement and satisfaction with your providers
- Ensures patients' chronic health data is regularly tracked
- Provides more convenient payment options

## Benefits for Practices

- Ensures higher show rates and increases revenue
- Boosts autonomy and convenience
- Increases practice efficiency and patient outcomes
- Measures practice performance
- Captures patient condition data to facilitate insurance pre-authorization

*What are the goals of your patient engagement strategy?*

## With NextGen Healthcare, you can...

- Streamline operations
- Empower patients to self-serve
- Provide information transparency
- Reinforce long-term patient relationships

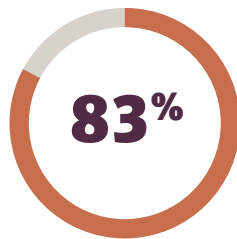
# CREATE A GATEWAY TO YOUR PRACTICE—DAY AND NIGHT

## NextGen® PxP Portal

Give patients 24/7 access to initiate routine tasks without calling your office. This helps free up your staff to focus on other tasks.

Patients can:

- Communicate with your practice on selected topics through secure messaging
- View personal health records (PHR)
- Schedule or request appointments
- Pay bills
- Renew prescriptions
- Provide patients with technical assistance through NextGen ChatNow



of consumers want to **keep using virtual and self-service options** made available during the pandemic<sup>2</sup>

“Communicating through the patient portal supports time management and reduces phone interruptions.”

### Patrick Christian

*Former Database Administrator and Integrations Engineer  
OrthoTennessee*

# LET PATIENTS SCHEDULE THE WAY THEY WANT

## NextGen® Self-Scheduling *powered by Luma*

Free up your staff from hours on the phone. When patients can schedule their appointments 24/7, it's a win-win for everyone.

- **Add convenience**—Patients can quickly schedule, cancel, and reschedule appointments.
- **Save time**—When patients self-schedule, staff spend less time managing appointments.
- **Fill schedules**—Offering patients open appointment slots increases access to care while your practice keeps providers' schedules full.



89% of patients would choose their health practice based on convenient options such as texting, self-scheduling, and rescheduling.<sup>3</sup>



# NO MORE PAPER FORMS AND CLIPBOARDS

## NextGen® Patient Engage

*powered by Luma*

Automate your pre-visit workflow and eliminate the hassle of information collection. Instead of welcoming patients with forms and clipboards, create the simple digital experience that intake should be—for both patients and staff.

- **Before an appointment**—Patients receive reminders to confirm or cancel. When a patient confirms, they receive the right intake forms, and their responses are sent to NextGen Enterprise EHR & PM automatically. If a patient cancels an appointment, it's automatically removed from the schedule.
- **Upon arrival**—Contactless check-in lets patients head right back to the visit room.

# INCREASE REVENUE WITH PATIENT-FRIENDLY PAYMENT METHODS

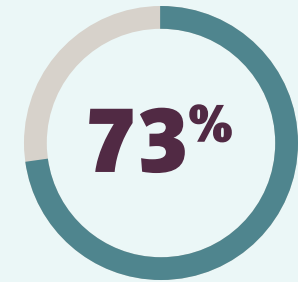
## NextGen® Pay

*powered by InstaMed*

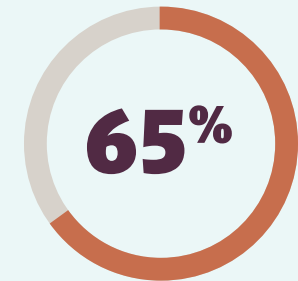
By making it easier for patients to pay, you get paid more, faster, and with less effort.

NextGen Pay enables you to:

- **Open more payment channels**—Lower barriers to capture revenue and speed up collection with flexible, automatic payment options and plans, including a guest pay (no login needed) option.
- **Reduce billing costs**—Offer e-statement enrollment or securely save payment information on file to automatically collect balances without printing and mailing a statement.
- **Simplify staff workflow**—Eliminate the manual process with payment posting into the NextGen® Enterprise PM system and use a single dashboard report across all payments for efficient reporting.
- **Improve the patient experience**—Leverage integration with NextGen® PxP Portal, NextGen Virtual Visits™, and NextGen Patient Engage.



of consumers are confused by medical bills<sup>4</sup>



of consumers want to keep using virtual and self-service options to manage their healthcare payments<sup>4</sup>

**9 in 10 consumers** want to know payment responsibility upfront<sup>4</sup>

“ Medical groups practice medicine; they are not creditors. We needed a way to make sure patients paid their responsibility without any additional costs to collect. ”

**Joe Clark, CEO**  
**Sierra Pacific Orthopedics**



# DELIVER HIGH-QUALITY CARE ANYTIME, ANYWHERE

## NextGen Virtual Visits™

Virtual visit use is almost 40 times higher than before the COVID-19 pandemic.<sup>5</sup> As people become more pressed for time, they tend to look for more convenient ways to receive care. Besides convenience, online access to a provider can improve continuity of care, increase patient satisfaction, and grow revenue.

Providers can:

- Manage and refill medications
- Review lab results, x-rays, and ultrasounds
- Improve accessibility for patients with limited mobility or in hard-to-reach areas
- Expand patient care to after-hours
- Enhance chronic care management
- Meet state-mandated virtual coverage

NextGen Healthcare has enabled more than 4 million virtual visits since March 2020.

## Additional features

### Group visits

Patients can participate at home and easily fit classes/sessions around their schedules. An array of features enables you to connect with patients and better manage workflows.

### Guest visits

Patients can invite family members, caregivers, and others to their virtual visits. Your practice can also ask outside specialists and other care team members to participate in a patient's virtual visit.

“ With NextGen Virtual Visits, our providers can treat patients using an integrated platform that allows us to reach more patients and provide potentially life-saving mental health counsel. ”

**Isaiah Nathaniel**  
**Chief Information Officer**  
**Delaware Valley Community Health**

# MONITOR CHRONIC CONDITIONS WITH MORE INSIGHT AND EASE

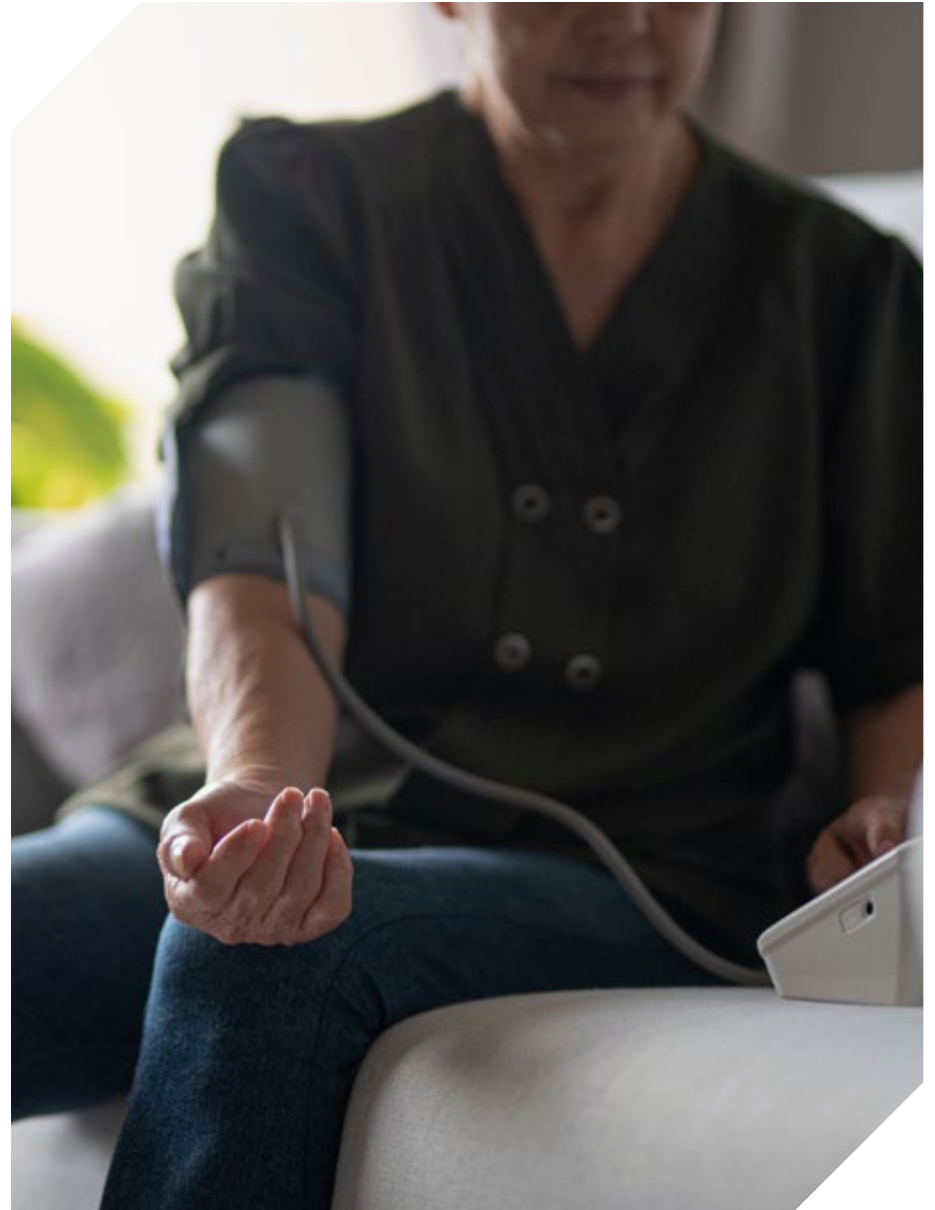
## NextGen® Remote Patient Monitoring (RPM) *powered by Validic*

Among growing clinical and financial demands, the question remains—how do you effectively monitor your patients with chronic conditions who don't have the means, desire, or time to make routine office visits?

A flexible and modular remote patient monitoring solution allows providers to track patient health data in near real time and gives continuous insight into a patient's health trends, behaviors, and outcomes.

### Clinical outcomes can improve as you:

- Obtain real-time patient device data without the need for an in-person visit
- Allow patients to be more actively engaged in their health
- Document data to support clinical decisions in the EHR
- Expand device choices for providers and patients
- Use a single telehealth platform (NextGen Virtual Visits) to review RPM data with your patients virtually



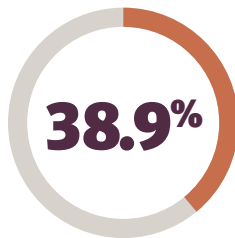
# BOOST YOUR ONLINE REPUTATION

## Clinect Measure

A strong online presence is more critical now than ever, and healthcare is no exception when consumers search for services online. Your online reputation differentiates your practice from others—an important factor as the healthcare marketplace becomes more competitive.

Clinect Measure gives your patients a platform to voice their feedback instead of posting directly on social media. You can send surveys by specific appointment type, provider, procedure, or specialty, via text and/or email automatically after a visit.

Your practice can produce personalized, branded satisfaction surveys and view real-time and historical results with dashboards and reports.



of patients consider ratings and reviews when **choosing a healthcare location online.**<sup>6</sup>



“ By leveraging the Clinect survey in the NextGen Patient Experience Platform, our patient engagement rate has grown tremendously. This is a much more efficient way to communicate with our patient population. ”

**Carolyn McKay**  
**Chief Quality Officer**  
**Care Resource Community Health Centers**



# CAPTURE PATIENT-REPORTED OUTCOMES

## Clinect Patient-Reported Outcomes (PROs)

Follow your patients throughout their treatment. Your care teams can receive alerts when thresholds and other data are met in real time.

This will help providers:

- Achieve a more detailed understanding of a patient's symptoms and emotional state to determine a personalized care plan
- Ensure patient touchpoints throughout the patient's treatment
- Enable patients to provide their view of their outcomes from either the practice or at home
- Provide vital clinical data to providers before discussions with patients

# STREAMLINE YOUR INCIDENT TRACKING AND MANAGEMENT

## Clinect Incident Management

Patient and caregiver safety demands efficient processes to meet compliance, track progress, and resolve issues. Clinect Incident Management can help you streamline incident tracking and management, enabling your practice to:

- Stay on top of follow-up tasks for compliance reporting
- Make data-driven decisions to prevent recurrence of incidents
- Evaluate trends over time to validate if the action taken is effective



# SAVE TIME AND REDUCE DATA ENTRY WORK

## Instant Medical History (IMH)

When patients have to fill out paper clinical forms before an appointment, it can set the tone for a less than satisfactory experience. With Instant Medical History (IMH) Base or IMH Custom, patients can fill out clinical forms online from anywhere on most devices. The patient information automatically populates in the EHR/PM system and is ready for providers to review within the patient's chart.

This means a significant reduction in data entry work for your staff and providers. IMH supports your practice's efforts to increase patient portal use and improve patient outcomes—all beneficial in boosting patient and provider satisfaction.







# LET SOMEONE ELSE ANSWER YOUR PATIENTS' TECH QUESTIONS

## NextGen® ChatNow

*(Available on NextGen PxP Portal)*

Give your patients access to real-time support from highly trained staff. As a result, your practice saves time, effort, and cost. You can also increase patient portal utilization and satisfaction while your care team can devote more time to meeting patient care needs. Your practice can:

- Shorten turn-around time for patients to get answers to their questions
- Connect patients to resources with common pathways and researched responses
- Increase portal utilization and decrease barriers to access
- Meet HIPAA compliance
- Take advantage of this easy-to-set-up solution

# BETTER STARTS HERE.

Contact your Account Executive today for more details.

Support strong patient-provider relationships with one solution comprised of the best in patient experience technology.

**1** Telehealth statistics and telehealth trends, Jan. 20, 2022, Kimberly Charleson, The Checkup, <https://www.singlecare.com/blog/news/telehealth-statistics>. **2** Trends in Healthcare Payments, 12th Annual Report 2021, InstaMed, a J.P.Morgan company. **3** Trends & Metrics to Monitor Patient Self-Scheduling, May 2022, Mend, <https://mend.com/metrics-to-monitor-patient-self-scheduling/#:~:text=Patients%20want%20self%2Dscheduling,of%20the%20patient%2Dprovider%20relationship> **4** Trends in Healthcare Payments, 12th Annual Report 2021, InstaMed, a J.P.Morgan company. **5** Telehealth use stabilizing at 38 times pre-COVID-19 levels, McKinsey says, July 12, 2021, Rebecca Pifer, Healthcare Dive, <https://www.healthcaredive.com/news/telehealth-use-stabilizing-at-38-times-pre-covid-19-levels-mckinsey-says/603153>. **6** 2021 Healthcare Reputation Report, [https://www.aha.org/system/files/media/file/2021/03/Reputation\\_2021\\_Report\\_Healthcare.pdf](https://www.aha.org/system/files/media/file/2021/03/Reputation_2021_Report_Healthcare.pdf)

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