

A healthcare professional in blue scrubs and a light blue face mask is seated and talking to a patient. The patient is a woman with short dark hair, wearing a light blue face mask and a blue and white geometric patterned top. They are in a bright, modern-looking office or clinic setting with a potted plant in the background. The professional is holding a tablet and a pen, appearing to be in a consultation.

EHR, PRACTICE MANAGEMENT,  
AND FINANCIAL SOLUTIONS

## **3 Steps to Easier Patient Visits and Better Outcomes**

**nextgen**  
healthcare

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## Patients want easier, more efficient visits with their primary care providers

It's no secret—practice inefficiencies frustrate patients. They feel their care quality suffers when providers are too crunched for time. Unclear billing, along with a complex payment process, also put a damper on patient satisfaction.

## Meeting patient expectations is the cost of doing business.

When your primary care practice meets patients' expectations, it can also save time and money. You can keep up with regulatory demands, fulfill reporting requirements—and increase engagement with patient-centric best practices.

## STEP 1

# SIMPLIFY YOUR CHECK-IN PROCESS AND ENHANCE THE PATIENT EXPERIENCE

## Prevent missed appointments

When patients fail to show up for an appointment—or find the office visit experience frustrating—your practice loses money.

There are two easy ways to fix these issues:

- 1 Simplify the check-in and check-out process
- 2 Make your practice's digital experience easy and efficient—it is your virtual front door

**It's easier than you may think to achieve both.**

People want convenience. Allow your patients to fill out paperwork and new patient forms in advance of their office visit, electronically. These tools reduce manual data entry and help minimize errors. They also help streamline visits and improve patient satisfaction.

Another way to boost patient engagement is by using patient communication tools. The right patient portal can help your staff expedite and automate communications, such as appointment reminders, balance due alerts, and referral paperwork. Plus, you can communicate with patients in the manner you prefer—via text, phone, or email—leading to happier patients, reduced staff burden, and a more efficient office.

## Avoid missed revenue and save staff effort—check insurance information up front

When your practice uses the right tools to check insurance eligibility before or at the beginning of a patient visit, you can avoid denied claims, expedite copay requests, and ensure more accurate billing information. This is important since many patients have high-deductible health plans. These plans make it more expensive to manage chronic illnesses and often demand patients pay out of pocket for prescriptions, office visits, and diagnostic tests until they reach their deductible.



## Reduce the frustration of high-volume patient workloads with configured, productive efficiency

Careful visit planning and processes for easier documentation help avoid backups. One added benefit of planning: Increases in physician productivity.<sup>1</sup>

Your practice can simplify and streamline patient flow and form processing. Another way to avoid backups is to offer virtual visits.

Use virtual visits to:

- Manage 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
- Improve efficiency and optimize costs

Finally, your practice can streamline front- and back-office administration—and more efficiently manage the business of healthcare—using integrated eligibility checks, claim status verification, clearinghouse functionality, patient portal conveniences, and messaging solutions.



Ideal health IT solutions will help you:

- 1 Notify staff when a patient has arrived
- 2 Enable physicians to document easily between patients
- 3 Securely exchange patient data<sup>2</sup>

## STEP 2

# IMPROVE TIME MANAGEMENT AND REDUCE RESOURCE DRAIN

Primary care physicians are not exempt from burnout. Factors such as changing reimbursement models, rising education costs, unrealistic productivity demands, strenuous EHR tasks, and career expectations vs. the real work environment contribute to overburdened physicians, decreased patient satisfaction, and lower care quality.<sup>2</sup>

Medscape's 2021 Physician Burnout Report revealed that out of 12,339 physicians in more than 29 specialties, 42 percent reported feeling burned out. Among the contributing factors, 58 percent of physicians cited too many bureaucratic tasks.<sup>3</sup>

## Enable providers to focus more time on patient care.

When your primary care practice communicates with patients effectively, everyone saves time. Achieve effective communication with an integrated patient portal, virtual visits, and advanced messaging tools. The most up-to-date EHR solution, practice management (PM), and patient portal tools can help you standardize procedures and processes, while streamlining workflows.



## Optimal digital access can:

Improve provider/patient communication by helping reduce data-entry demands, prevent resulting errors, lessen staff interruptions, expedite patient check-in and appointment scheduling/reminders, and streamline patient visits.

## An integrated EHR solution can:

Streamline charting, tailor clinical workflows, save staff time, and reduce time spent searching for data.

## An easy to use PM solution can:

Create workflow efficiencies across the revenue cycle that result in real operational and clinical improvements. It can streamline scheduling, centralize staff calendars, be configured to meet the needs of individual clinicians, save time via eligibility checks, and expedite patient and productivity reports.

## Professional consulting can:

Optimize your business and healthcare solutions while leveraging medical best practices. Professional consulting can help you determine the best way to consistently solve clinical and administrative challenges for better outcomes.

## Keep up with regulatory demands and reporting requirements

Regulatory and reporting demands are increasingly challenging. The good news is—you can make documentation easier. Before a physician treats a patient, empower staff to handle patient reminders, injury history, patient education, and quality documentation.

The right EHR, PM, financial, patient engagement, interoperability, population health, and analytics solutions can help you streamline charting and documentation.

## Your financial, population health, and patient portal solutions should help you monitor your business with easy reporting and benchmarking.

## STEP 3

# STREAMLINE COLLECTIONS AND SOLVE BILLING ISSUES

With the percentage of people enrolled in high-deductible health plans increasing each year, better-performing practices are taking every step possible to minimize bad debt and optimize collections.

Thus, it's important to proactively bill patients and collect balances at every opportunity. It's clear that no amount of cost cutting can compensate for inadequate patient collections. Luckily, there are proven collection processes that can help overcome payment roadblocks.

Implement the wrong billing and collections technology (or use the wrong mix), and you'll likely face a significant loss of productivity, slow reimbursement, and underpayments. If you're not sure where you stand, it's time to ask for expert help.

## Simplify payment processes and provide transparent billing

Your efforts to make patients happier and increase their likelihood of paying may be as simple as using transparent billing processes, much like those you see with household bills. How do you get there?

You can:

- Provide a way for patients to easily understand their payment responsibilities before scheduling service or treatment (deliver a full breakdown of costs up front)
- Proactively discuss payment plans and financing options
- Send appropriate balance reminders
- Leverage technology to improve up-front collections

## Motivate your patients

Due to an increase in patient payment responsibilities, providers can only expect to collect 50 to 70 percent of a balance after a patient visit.<sup>4</sup> Because patients pay their balance slower than third-party insurers, providers must incentivize patients to resolve balances quickly—ideally at the time of service.

## How can you incentivize your patients to pay?

Use electronic transactions to lower operating costs and increase payments.

Leverage automation to send patients timely statements and balance reminders by phone, text, or email. Don't wait until weeks after an appointment to bill for remaining balances.

Accept multiple forms of payment and offer more than one way to pay (at the time of service, online, by phone, via payment plans, or through automatic debiting). These approaches improve cash flow, increase collections, and lower write-offs.<sup>5</sup>

## Stop chasing payments

To support a patient-centric approach to revenue cycle management (RCM), look for a health solutions partner who offers an integrated EHR and PM platform in conjunction with a full suite of top collection management technologies.

## The secret? Successful denial prevention.

A robust suite of patient collection tools is essential. But to thrive, not just survive, look for a partner that will complete your revenue cycle workflow with top-tier solutions that ensure all third-party payer claims are accurately submitted and reimbursed according to contract.

To be successful in claims management, focus on denial prevention rather than denial management—and on working with a partner that can deliver the right level of customized support along the way.

## Get paid quickly, easily, and fully

Empower your primary care practice to share payment-related information with patients in smarter, more personalized ways, using their preferred method of contact. Using the right tools, you can submit claims more quickly and accurately, better manage the full patient collections process, and automate time-consuming tasks across the revenue cycle (such as generating claims, running reports, and printing statements).



# DISCOVER A BETTER WAY

## Deliver a better patient experience

Simplify your check-in and check-out processes, update front- and back-office administration, improve patient flow, and use proven tactics to enhance patient engagement. These efforts can help sustain healthy clinical and financial outcomes.

## Streamline processes for results

When your practice communicates with patients more effectively, everyone has a better experience. The most up-to-date EHR solution, PM, and patient engagement tools can help you streamline workflows.

## Meet regulatory and reporting requirements with ease

The right EHR solution, PM, financial, patient portal, interoperability, population health, and analytics solution can help meet regulatory and reporting demands.

## Take a patient-centric revenue cycle management approach

You can reach this goal with electronic transactions, automation, and multiple forms of payments. The right partner can provide an integrated EHR/PM solution, along with a full suite of the top collection management technologies that increase practice efficiency and patient satisfaction.

## Shift the focus from denial management to denial prevention

Leverage RCM solutions to submit claims quickly and accurately. Better manage the full patient collections process by automating time-consuming tasks, such as generating claims, running reports, and printing statements.

# BETTER STARTS HERE.

Contact us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com)

## Choose a strategic partner to empower your transformation in the new era of healthcare.

NextGen Healthcare can partner with you on your journey to transform ambulatory care. We go beyond EHR and practice management. Our integrated solutions help increase clinical productivity, enrich the patient experience, and ensure healthy financial outcomes.

**1** Debi Croes. "Streamline Patient Visits." Physicians Practice. Last updated June 1, 2003. <http://www.physicianspractice.com/operations/streamline-patient-visits/page/0/1>. **2** Meredith Victor Castin. "Physical Therapy Burnout is Destroying Our Profession." October 18, 2017. <https://covalentcareers.com/resources/physical-therapy-burnout/>. **3** 5 stats on physician burnout in 2020, Jan. 25, 2021, Becker's Hospital Review, [beckershospitalreview.com/hospital-physician-relationships/5-stats-on-physician-burnout-in-2020.html](https://www.beckershospitalreview.com/hospital-physician-relationships/5-stats-on-physician-burnout-in-2020.html) **4** Trends in Healthcare Payments Annual Report: 2015. InstaMed. <https://www.instamed.com/blog/trends-impacting-the-healthcare-payments-market/>. **5** "The Three Best Practices to Follow in Healthcare Patient Payments," JPMorgan Chase & Co. <https://commercial.jpmorganchase.com/pages/commercialbanking/industry-expertise/healthcare-patient-payments>.

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