



# Empower Your Patients— Find the Perfect Patient Engagement Solution

A comprehensive solution to enhance the patient experience

**nextgen**  
healthcare



# TABLE OF CONTENTS

Benefits for patients / Benefits for practices ..... 3

Create a gateway to your practice—day and night..... 4

Enable real-time patient appointment booking..... 5

Reduce no-shows and get paid before patients arrive..... 6

Increase revenue with patient-friendly payment methods..... 7

Deliver high-quality healthcare anytime, anywhere ..... 9

Monitor chronic conditions with more insight, ease, and cost-efficiency ..... 11

Boost your online reputation and improve patient satisfaction ..... 12

Capture patient-reported outcomes ..... 14

Streamline your incident tracking and management..... 15

Save time and reduce data entry work ..... 16

Let someone else answer your patients’ tech questions..... 17

## 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

*Do you have a robust solution for patient engagement?*

## With **one** solution, you can...

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

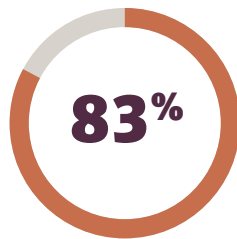
# CREATE A GATEWAY TO YOUR PRACTICE—DAY AND NIGHT

## 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

Database Administrator and Integrations Engineer  
OrthoTennessee



# ENABLE REAL-TIME PATIENT APPOINTMENT BOOKING

## NextGen® Patient Self-Scheduling

Empower consumers to take control of their care with a highly configurable rules-based system to maintain control over the types of appointments offered online.

Scheduling information connects directly to your practice management system as your practice generates and sends appointment confirmations and cancellations/reschedule notifications via email and/or text message (as allowed by your practice).



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



# REDUCE NO-SHOWS AND GET PAID BEFORE PATIENTS ARRIVE

## NextGen® Patient Engage

Enhance your patient experience with seamless:

- Appointment reminders
- PreCheck processes
- Curbside check-in
- Broadcast messaging

Before appointments, patients can receive their health information from your practice management system via text/email. Reminders can prompt them to review personal and insurance information, as well as complete clerical/clinical forms—all from their homes. When coupled with NextGen Pay powered by InstaMed, patients can make copays and pay balances before their visits.

As patients share their updates, your staff can monitor appointment confirmations and ensure pre-visit information is completed.

Minimize your patients' time in the waiting room with curbside check-in and keep patients informed of emergent situations with broadcast messaging well ahead of their appointments.

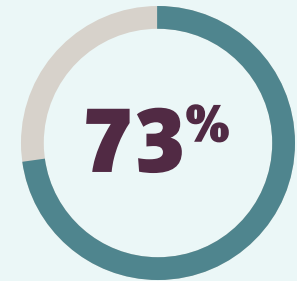
These simple steps help empower patients to take charge of their health, reduce staff workloads, boost your revenue stream, and decrease the chances of no-shows.

# INCREASE REVENUE WITH PATIENT-FRIENDLY PAYMENT METHODS

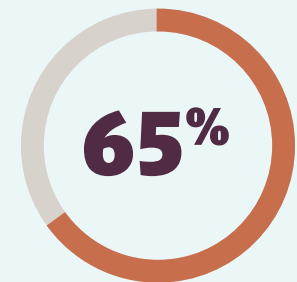
## NextGen® Pay *powered by InstaMed*

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 HEALTHCARE 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, you need to offer more convenient ways to receive care from your practice. 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
- Improve efficiency and optimize costs

NextGen Healthcare has enabled  
3 million virtual visits since the  
start of the pandemic.<sup>6</sup>

## 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 continue treating patients, and using the NextGen Behavioral Health Suite enables us to easily refer patients to mental health specialists within our clinics. The integrated platform allows us to reach more patients and provide potentially life-saving mental health counsel.”

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

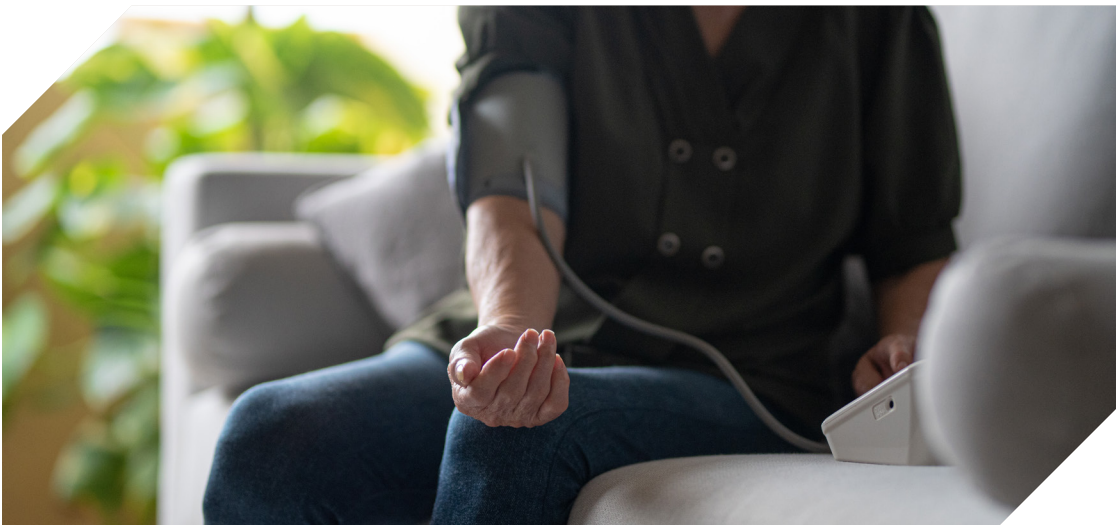
# MONITOR CHRONIC CONDITIONS WITH MORE INSIGHT, EASE, AND COST-EFFICIENCY

## 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



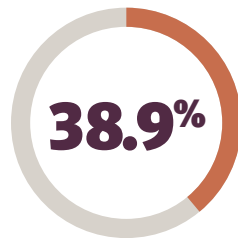
# BOOST YOUR ONLINE REPUTATION AND IMPROVE PATIENT SATISFACTION

## 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>7</sup>



“ By leveraging the Clinect survey feature in the NextGen Patient Experience Platform, our patient engagement rate has grown tremendously. This information has helped us further engage with our patients and improve outcomes. 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 are met and other data 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.

Care for your patients with a comprehensive patient engagement platform that integrates with your EHR and practice management system.

**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** NextGen Healthcare Expands Virtual Visits Solution to Enable Team-Based Care and Include Family Members, August 2022, <https://www.nextgen.com/about-us/newsroom/press-release/nextgen-healthcare-expands-virtual-visits-solution-enable-team>. **7** 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)

PE\_122122\_EmpowerYourPatientsPxP

© 2022 NXGN Management, LLC. All Rights Reserved. NextGen is a registered trademark of NXGN Management, LLC.

All other names and marks are the property of their respective owners.

[nextgen.com](https://www.nextgen.com)

