

ONS Expands Patient Engagement and Saves Time

THE CHALLENGE

Manage patient inquiries

Orthopaedic and Neurosurgery Specialists (ONS) serves patients with musculoskeletal issues resulting from sports injuries or degenerative conditions. Treating patients involves many stages, from consultation to surgery and physical therapy—making it a challenge for patients to stay on top of their care. This leads to clinicians devoting significant time on the phone to answer patients' questions.

THE SOLUTION

Give more access

With the NextGen PxP Portal, patients have easy access to the information they need and it provides a conduit for inquiries at every stage of their care. As a result, more than 62,000 patients use the ONS portal. The "Ask the Staff" feature is particularly popular because they can conveniently:

- Submit a question to a clinician
- Request a prescription or physical therapy renewal
- Schedule a test or surgery date
- Request a doctor's note



CLIENT PROFILE

Orthopaedic & Neurosurgery Specialists (ONS)

Background: With 25 sub-specialty trained physicians in orthopedics, neurosurgery, sports medicine, and physical medicine/rehabilitation, ONS in Greenwich and Stamford, Connecticut and Harrison, New York, is a leader in medical research and innovation in the region.

NEXTGEN HEALTHCARE SOLUTION

- NextGen® PxP Portal

HIGHLIGHTS

25% **Reduced** time for clinicians to field daily questions by 25%



Helped patients gain easy access to their records



Allowed patients to learn what's going on with their care plan

THE RESULTS

Save time for everyone

ONS typically handles more than 400 secure messages sent by patients and 300 “Ask the Staff” questions per month. Of those, more than 50 percent are questions directed to clinicians. When the messages come into the PxP Portal, the staff can respond in batches, two or three times a day. This allows them to manage their time more efficiently since they are not dealing with numerous phone calls.

Patients receive responses faster, and message exchanges are automatically added to their health records. The PxP Portal helps make these processes more efficient.

“The time it takes to field the daily questions through the portal takes less than 25 percent the time needed to answer those questions over the phone. Especially given the time spent to reach the patient via phone and document the call.”

Sally Frank
Chief Operating Officer
ONS

HOW CAN WE HELP YOU?

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