



# Harmonize Your Healthcare: One System for Patient Engagement

Cultivate more patient participation,  
reduce staff strain

nextgen<sup>®</sup>  
healthcare

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## Full integration is the key to a successful patient journey.

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

### *Did you know?*

Our partnership with Luma Health gives users access to Luma Bedrock™. Bedrock uses **700M+** data points from **650+** leading healthcare organizations to bring actionable best practices to your organization.

## Benefits for Patients

- Enables easier, more secure communication with your practice
- Maintains an ad-free experience
- Offers mobile patient intake, instead of relying on in-office tablets/kiosks
- 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

- Enables seamless integration of clinical information into the EHR
- One invoice, from one vendor
- 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



# 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 own 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>



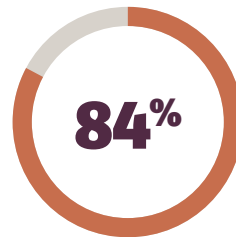
# MOBILE PATIENT INTAKE THEY WILL ACTUALLY USE

## NextGen® Patient Engage *powered by Luma*

Automate your pre-visit workflow and eliminate the hassle of information collection. Instead of welcoming patients with clipboards, tablets, or kiosks, create the simple 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.

Unlike other systems, patient intake with Patient Engage is always advertisement-free. No more patient complaints or frustrating barriers to form completion.



of patients at **St. Paul Eye Clinic** have their intake paperwork done before visits.



The advance prep **saves an average of 11 minutes** per patient in the office.

# PAYMENT PROCESSING, ELIGIBILITY, AND INSURANCE VERIFICATION

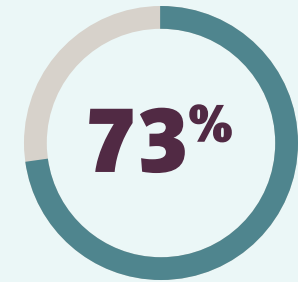
## NextGen® Pay

*powered by InstaMed*

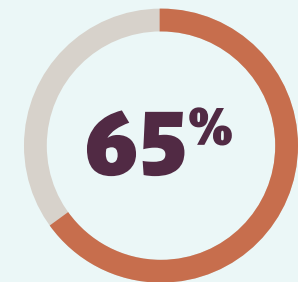
All your payment information in one place, from eligibility to reporting. By making it easier for patients to pay, you get paid more, faster, and with less effort.

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.
- **Automated eligibility insurance**—Without proper eligibility verification, your claim is dead before it gets out the door. As an add-on, our integrated Eligibility Services can drastically improve your practice's verification process.



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**

# 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) 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.







# ENHANCEMENTS THAT ELEVATE THE PATIENT JOURNEY

## NextGen® Waitlist

Automate outreach when appointments become available. Patients on the waitlist automatically get offers that match the appointment type they want.

## NextGen® Social Front Door

Manage feedback and reputation on social sites and allow new and returning patients to schedule appointments from your Google My Business profile.

## NextGen® Referrals

Utilize interactive notifications to let patients know when they've been referred to your practice, allow them to book an appointment, and provide real-time confirmation. Providers are kept informed at every step.

## NextGen® Recalls

Automatically message prospective and current patients to schedule visits.

## NextGen® Attribution Outreach

Automate an attribution list outreach to remind new patients of due care and encourage them to schedule appointments online.

## Instant Medical History Custom

Capture structured patient data in the EHR clinical templates. Custom forms and languages available.

# 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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