

A photograph of two women in conversation. The woman on the left is seen from the back, wearing a blue shirt. The woman on the right is facing her, wearing a grey cardigan over a white and pink striped shirt, with her right hand placed over her chest. The background is a plain, light-colored wall.

A SIMPLE GUIDE

Build Compassionate Care Through Partnership

A solution designed for Planned Parenthood

nextgen[®]
healthcare

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Planned Parenthood provides an incredible and necessary service to countless Americans. In an unpredictable healthcare climate, strong and reliable relationships mean everything.

NextGen Healthcare stands with Planned Parenthood so that affiliates can provide the best possible care—no matter what.

Serving approximately 80 percent of Planned Parenthood affiliates across the country, with your help, we've developed a system that's designed to directly support your strategic goals for clinical outcomes, telehealth, revenue cycle management, and more.

This e-book will help your clinic realize how you can seamlessly deliver family planning, primary care, reproductive health services, and behavioral health services in the same system—with the ability to adopt ancillary products to help streamline processes and provide compassionate, affordable care.

A BETTER USER EXPERIENCE

Meeting your patients' needs as soon as possible is paramount to positive patient outcomes. That's why we're continually working to make the electronic health record system more robust and efficient for Planned Parenthood affiliates. Planned Parenthood content is already included in annual fees, so there are no extra fees to access or utilize content. Each update to the system offers a lot of functionality and features that can be used out-of-the-box. The result: a better user experience.

Get immediate and direct support

There's no need for finger pointing when something goes wrong because NextGen Healthcare is here to support your clinic's needs. When challenges arise, our team knows how to address them. As part of your annual maintenance, we will.

Benefit from a collaborative relationship

Help design the product of the future. As a partner, you're invited to participate in various client engagement opportunities, such as advisory groups, focus groups/roundtables, clinical work groups, and online discussion forums.



INCREASE PATIENT ACCESS AND ENGAGEMENT

Virtual visits, patient portals, and other online capabilities extend care beyond the walls of your Planned Parenthood clinic.

Increase patient satisfaction, improve continuity of care, and grow revenue by offering patients online access to your providers. With patient engagement solutions that are integrated into your patient-centered workflow and EHR, your clinic can:

- Enable patients to meet with their providers from their smartphones, tablets, or computers
- Screen patients who may be contagious or otherwise should not come into your clinic
- Manage and refill medications
- Review clinical results
- Improve accessibility for patients with limited mobility
- Boost efficiency and optimize costs

Patient Portal

Enable your patients to have online access to your clinic with the option to communicate with staff. A patient portal also allows providers and clinicians to proactively communicate with their patients in determining treatment plans and costs. The portal is a gateway to improved patient engagement and reduced workflow disruptions.



ACHIEVE TRUE INTEROPERABILITY

Your Planned Parenthood clinic can successfully manage changes in healthcare reform with the ability to share protected health information (PHI) with other systems in the community, region, and across the country.

To provide high-quality care at the lowest cost, organizations need to capture, analyze, and share information both within and outside of their networks. With integrated, interoperable solutions and services, you can leverage your current technology for better outcomes and provide effective connected care.

All-encompassing interoperability

NextGen Healthcare Planned Parenthood solutions are interoperable with all other solutions, regardless of vendor. This functionality enables community health centers, hospitals, ambulatory surgery centers (ASCs), and non-NextGen Healthcare systems to communicate and help ensure coordinated and comprehensive patient care.

Connected Health: secure, integrated patient data sharing

Sharing data with a connected health solution enables health centers to securely query external systems, provide and manage referrals, as well as accurately exchange clinical content—without leaving the EHR. This simplifies workflows and improves communication while reducing interface costs.

State-of-the-art connected health solutions make it easier for Planned Parenthood affiliates to conduct transitions of care and make evidence-based clinical decisions.





OPTIMIZE CARE WITH MEANINGFUL DATA

Population health management involves the aggregation and analysis of patient data from multiple sources. By producing a single, actionable patient record, Planned Parenthood providers have a decisive advantage as they make critical care decisions. They can deliver care based on the physical, dental, behavioral, social, and cultural factors that affect a patient's condition, risk, and illness severity.

Population health capabilities allow meaningful intervention at all points of care—especially critical clinical decision support during care episodes.

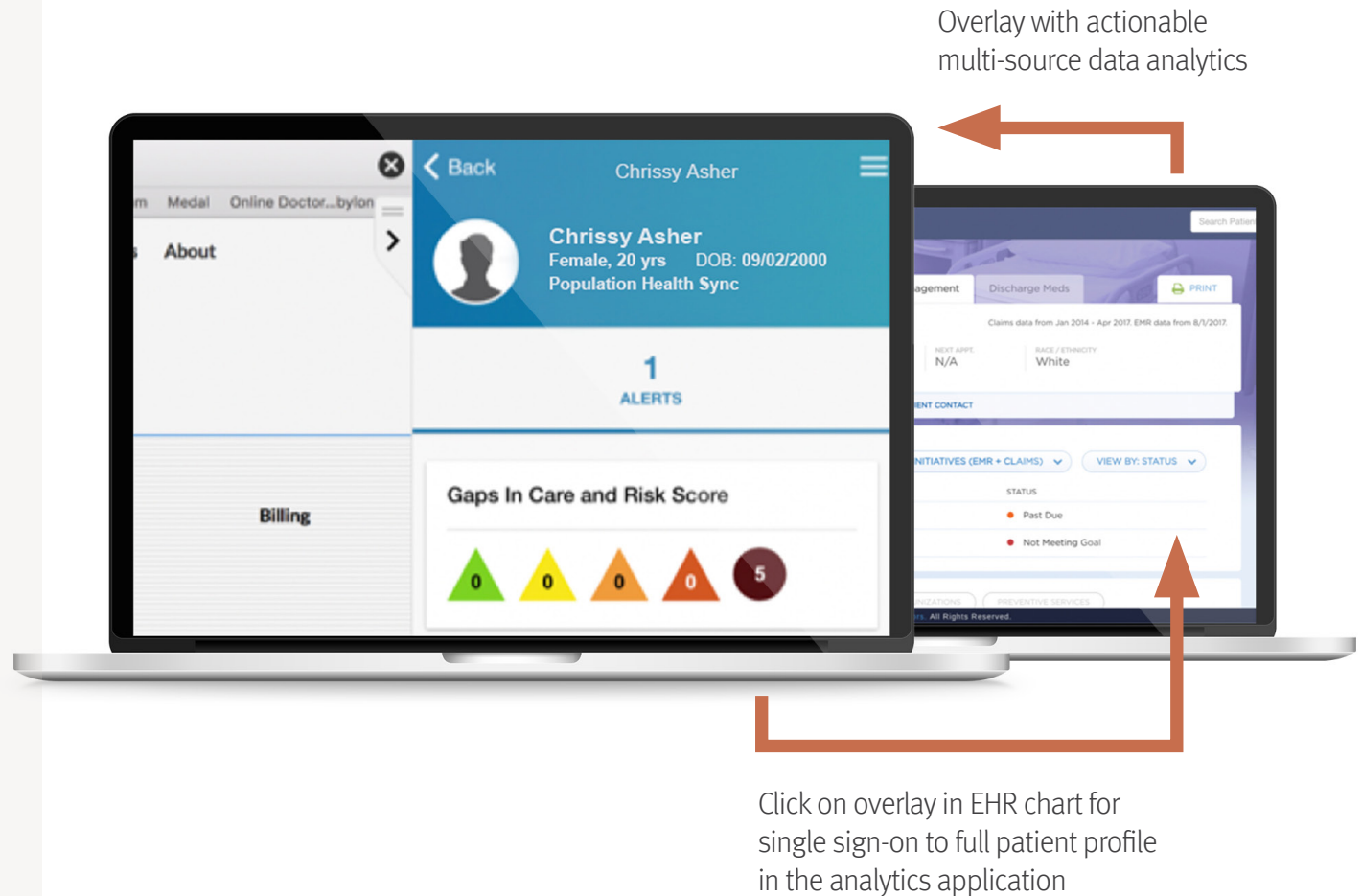
A population health solution supports comprehensive data-driven care management services with minimal technological overhead. Integration with the EHR furthers Planned Parenthood's efficiency to capitalize on population health insights where they're needed the most.

Population health management without EHR integration means extra work for your providers.

A legacy population health management system that requires separate data entry into the EHR can be burdensome. If a provider reaches out to 2,000 patients, they may have to perform 2,000 extra chart touches to document a patient engagement.

A more efficient alternative is to integrate outreach directly into your EHR platform. Every new activity, communication, order, etc., is entered once across the care disciplines automatically. The required fields are then populated with the correct data—ready for analytics, reporting, and secure sharing.

Integration in the EHR Workflow



A RELIABLE PARTNER

Move forward with a trusted partner who stands by you in challenging times and helps your clinic meet patient demands.

An EHR partner with a proven track record, who supports 80 percent of Planned Parenthood affiliates, can offer immediate benefits for your health center that include:

- Planned Parenthood-specific clinical documentation content, including abortion, birth control, STD, sexual and gender identity, LGBTQ, primary care, women's and men's health, and dozens of clinical modalities
- Full-suite gynecology content and gender-neutral workflows
- The ability to upload PPFA-approved patient education documents directly into the EHR to deliver to patients at the point of care
- Access to a patient's complete health record, including physical, behavioral, and oral health content on a single platform, for a whole-person approach to care
- Improved documentation using NextPen®—a pen/paper solution that converts handwriting into discrete, reportable template data. A solution that's great for part-time providers who don't frequently use the in-house EHR



THE NEXTGEN HEALTHCARE DIFFERENCE FOR PLANNED PARENTHOOD

NextGen Healthcare, a KLAS award-winning EHR vendor in 2017, 2018, 2019, and 2020, stands with Planned Parenthood to help affiliates thrive in today's shifting healthcare economy. The following integrated solutions are designed to help you better manage your patient populations.

Comprehensive care solution

NextGen® Enterprise EHR offers a comprehensive care solution with complete Planned Parenthood-specific content designed for a whole-person approach to care. Included are the productivity and reporting capabilities your clinic needs to serve your community.

High-quality healthcare anytime, anywhere

An essential benefit for providers and patients, **NextGen Virtual Visits™** is integrated into NextGen Enterprise EHR and NextGen® Enterprise PM. Share your screen, pass documents, invite a third party or interpreter, and chat with your patient all within the virtual visit.



Clear communication across the care continuum

With **NextGen® Mobile** solutions, care teams can collaborate via a secure texting platform instantly, which can help them avoid critical errors from lapses in documentation and clinical miscommunication. From their mobile devices, care team members can:

- View the patient schedule and share clinical content
- View images and documents from the EHR
- Capture images
- Text securely with colleagues

“ I think the implementation of telehealth has been the most significant success of the pandemic so far—to ensure patient access quickly and have it integrated into the EHR system. The integration of NextGen Healthcare solutions allows us to configure billing on the backend, so providers don’t have to remember what they need to add because it’s a virtual visit. ”

Laura Dalton, DO
Chief Medical Officer
Planned Parenthood, Mar Monte



Increase patient engagement without adding staff time

NextGen® Patient Portal provides a gateway into your Planned Parenthood clinic. Patients can communicate with you and your staff via direct messaging and appointment reminders, pay bills online, schedule appointments online, request prescription refills, and have access to their medical records via any computer or smartphone. With a link from your clinic's website, patients can easily schedule an appointment without even logging into the portal.

Risk stratification and gaps in care identification

NextGen® Population Health provides risk stratification of your patient population, helps identify gaps in care, and provides patient outreach tools. Care managers can target the highest priority patients for care team interventions, notify patients of care gaps, and improve population health management.

Robust, comprehensive behavioral health content

NextGen® Behavioral Health Suite unites traditionally disparate data—typically contained within separate physical, behavioral, and oral health records—into one record on a single platform. Providers can have a comprehensive view of a patient's record and share that information seamlessly and securely.

NextGen Connected Health Solutions

NextGen Healthcare is listed as the Best at Making Outside Data Usable in the *KLAS Interoperability 2020 Report*. This achievement is the result of dedicated work in elevating interoperability functionality and makes us a key differentiator for meeting upcoming industry regulations and requirements.

NextGen® Connect Integration Engine

- Healthcare data integration engine

NextGen® Health Data Hub

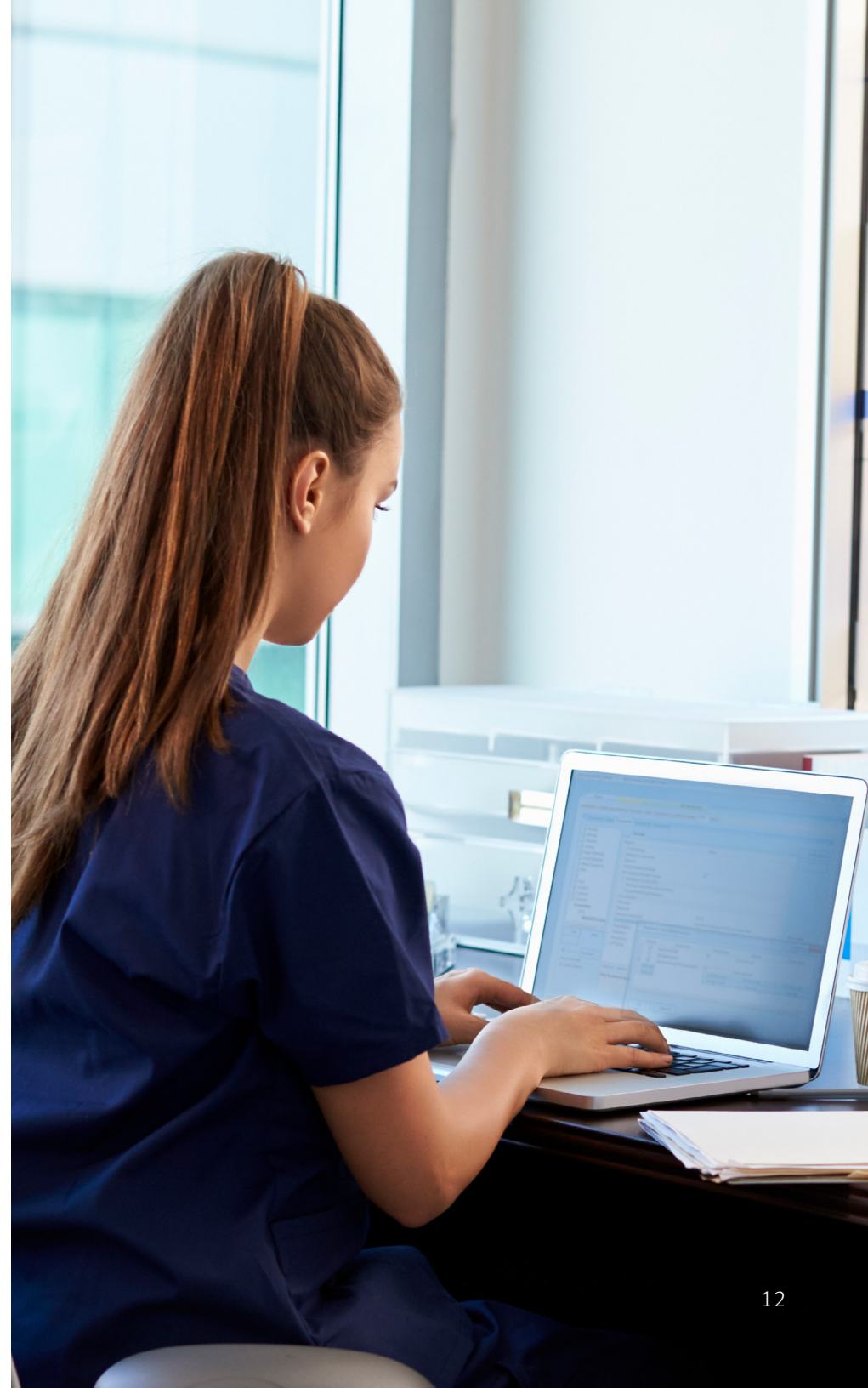
- Clinical data repository
- Flexible BI enablement

NextGen® Direct Messaging

- Secure messaging solution

Reduce time, cost, and technology barriers

- Agile, purpose-built solutions
- Client-driven innovation model
- Open architecture
- Scalable deployment and hosting options
- Superior professional services and ongoing support



NextGen® Application Management Console, NextGen® HIE, and NextGen® Share help you take control of disparate data and enable you to:

- Securely exchange health information and connect disparate systems across your patient's entire spectrum of care
- Leverage data-driven clinical decision support and quality metrics
- Create effective care management processes and drive positive outcomes
- Initiate vital outreach to engage with patients and produce clinical quality reports
- Save time and money by working in conjunction with your existing EHR, or leveraging the power and reliability of the NextGen Enterprise applications

NextGen Healthcare provider sharing	Nationwide data sharing
NextGen Healthcare provider network	Closed-loop referrals
Provider discovery and messaging	Third-party EHRs and inpatient clinicals
Integrated referral ordering	CCDA exchange
Secure sharing of EHR documents	Discreet clinical data exchange with payers
Improved office efficiency	Data notification; HITRUST CSF® Certification

Our mission for Planned Parenthood:

- Give providers more freedom to care for patients
- Provide expert service day in and day out
- Help health centers grow without limits: practice, service, or specialty
- Extend relationship beyond go-live
- Enable providers to receive every dollar they earn
- Share data when and where they want
- Not bear all the risk of reimbursement
- Be the first to handle regulatory changes

BELIEVE IN BETTER.®

Contact us at 855-510-6398 or results@nextgen.com.

As healthcare delivery shifts to accommodate economic and cultural change, NextGen Healthcare is determined to go beyond EHR and practice management solutions and support all aspects of patient care.

By integrating advanced solutions, we can help Planned Parenthood affiliates increase clinical productivity, enrich the patient experience, and ensure healthy financial outcomes.