NextGen® Self-Scheduling and NextGen® Smart Rebooking *Powered by Luma*

Secure more appointments with convenient scheduling solutions

Success starts with completed appointments

Completed appointments are not only the foundation of a practice's operations, but they are also the foundation of the patient care journey. Cancellations greatly obstruct that journey, which in turn, negatively impacts revenue.

The key to a successful care journey is a positive patient experience. The solutions used to achieve this should elevate the operational efficiency of practices. With NextGen® Self-Scheduling and Smart Rebooking powered by Luma, automated, simplified processes improve both of these.

Scheduling appointments takes time

Scheduling appointments can be riddled with barriers -- limited practice hours, patients being left on hold, and staff trying to find the best appointment times for the patient and practice. These obstacles can lead frustrated patients to abandon calls, and eventually, the practice, while office staff is left juggling schedules for them and countless others.

Self-scheduling eliminates those barriers to care by allowing patients to conveniently schedule at anytime. Not only does this elevate the patient experience, but it also prevents lost revenue on the practice side.

Benefits of a convenient self-scheduling solution

- Improved patient experience and engagement
- Reduces overall burden on office staff
- Maximizes amount of completed appointments
- Increased patient satisfaction with your practice
- Fully integrated with NextGen® Enterprise PM
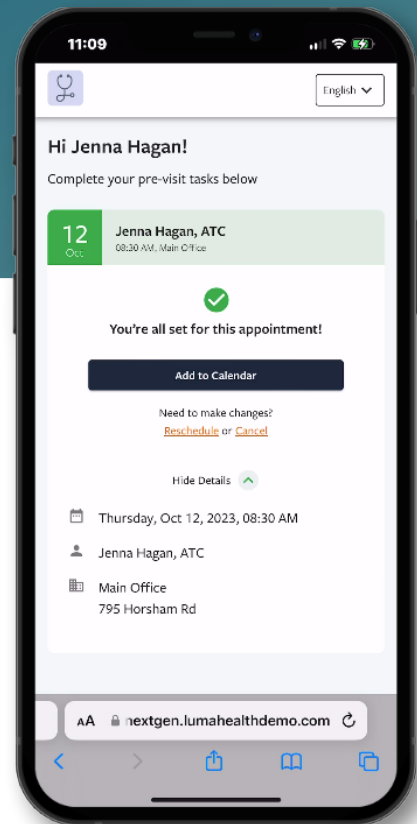
Self-Scheduling in action:

Patients can access a practice online via their dedicated website and then schedule their own appointments using the practice's patient portal.

When a patient schedules their appointment, they are sent a text message confirming their appointment time. Here they can continue to communicate with the practice via automated messaging.

But what happens if the patient cancels their appointment? That's where NextGen® Smart Rebooking comes in.

The patient journey shouldn't end with a cancellation

Canceled appointments result in patients missing out on the care they need, which leaves practices with gaps in their schedules. Smart Rebooking avoidsthese issues, as patients are quickly offered the option to rebook.

Benefits of a smart rebooking solution:

- Automation increases number of completed appointments
- Scheduling efficiency, without an additional strain on staff
- Keeps patients engaged with a practice even after cancellation
- Reduced wait times for appointments

With NextGen Self-Scheduling and Smart Rebooking powered by Luma, patients are kept on track with their appointments and are more likely to participate in their care plan long-term. Meanwhile, practices can continue to fill their schedules without the burden of manual scheduling and rebooking.

Together, these automated solutions allow practices to better care for patients and streamline workflows for providers, drastically improving the overall patient and practice experience.

Smart Rebooking in Action

Jim, 42 | Electrical Engineer

Moved to a new city and is establishing a relationship with his new PCP.

1. **Outreach to patient with appointment reminder and option to reschedule**

2. **Patient is offered the ability to reschedule**

3. **Appointment is confirmed**

Hi Jim, your appt with Jenna Hagan, ATC at Main Office (795 Horsham Rd) is on Oct 16th, 9:45 am. Prepare for your appt: http://urlshortener.nextgen.lumahealthde-mo.com Reply YES to confirm, NO to cancel, or RESCHEDULE.

Reschedule

No problem, we can help you with that. Here are a few options:
1 - Oct 12, 2024 1:00 PM
2 - Oct 12, 2024 3:00 PM
3 - Oct 12, 2024 3:15 PM
Reply with the option that works best for you.

2

Thanks. You're all set and your appointment on Oct 12th, 3:00 pm has been booked.

BETTER STARTS HERE.

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

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