

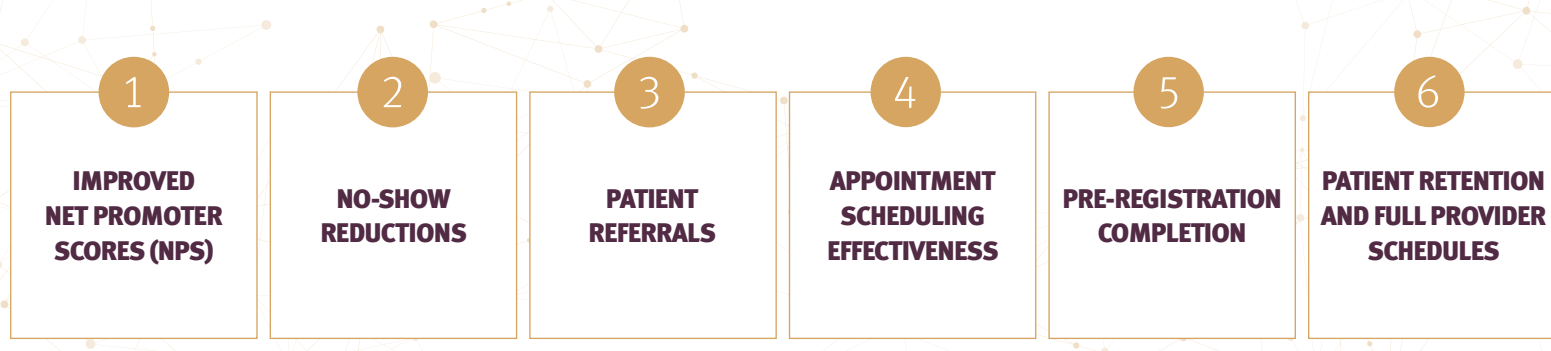
# MORE CONVENIENT SCHEDULING AND INTAKE

*Better Efficiency and Outcomes*

NextGen® Patient Engage + NextGen® Self-Scheduling

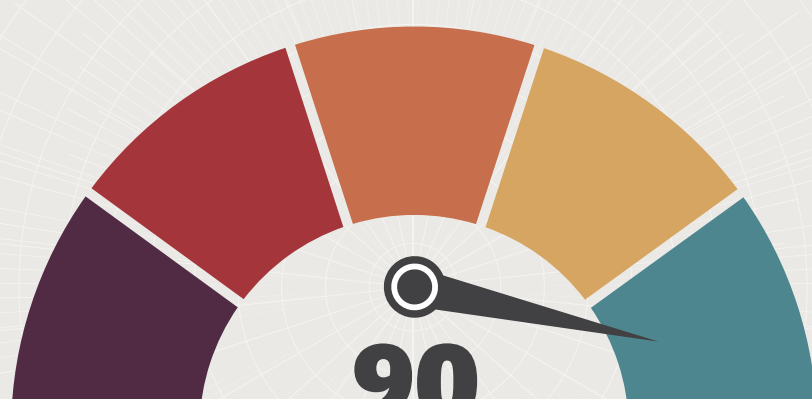
powered by Luma

Work together to drive success



## The proof is in the numbers

OVERALL NPS SCORE



Average NPS score across all NextGen Healthcare clients

Scheduling effectiveness and no-show rate reductions:



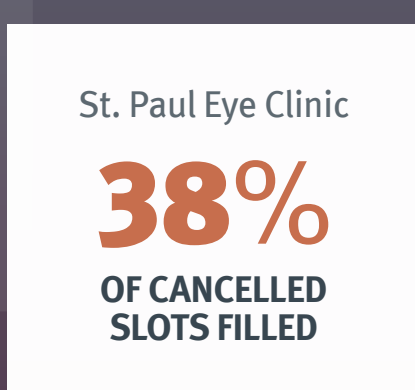
Because of increased calendar utilization and filled schedules, the practice achieved an estimated \$8.63 million in revenue in six months



Filling open appointments saved \$1.8 million in prevented no-shows and gained \$1.2 million in filled appointments



Reducing no-shows with patient self-scheduling saved an average of \$12,500 per month

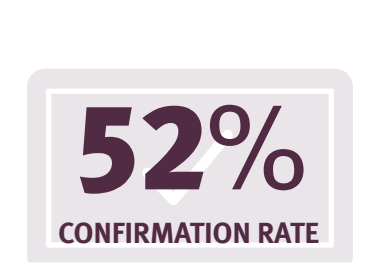


38% of canceled slots filled using simple waitlist capabilities

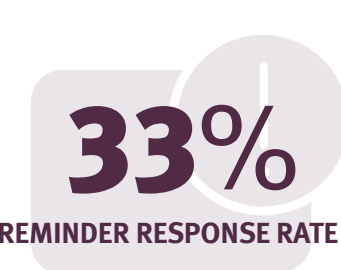
Referral management success:



**Houston ENT & Allergy**  
Abandoned call rate dropped more than 50% with patient self-scheduling



**Wilmington Health**  
52% confirmation rate (February 2023)

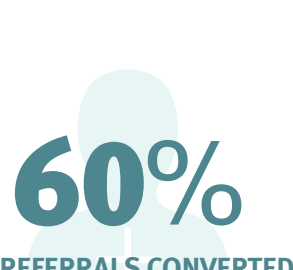


**Wilmington Health**  
33% reminder response rate (February 2023)

*Increase in attach rates* for those who use referral management solutions:



**Houston ENT & Allergy**  
Gained \$575,000 in scheduled referrals

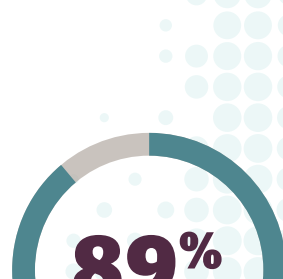


**L.O. Eye Care**  
60% of referrals converted into appointments

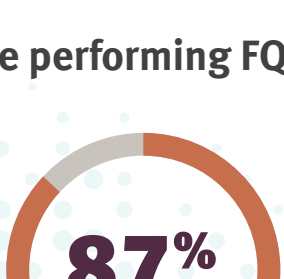
## Increased patient engagement at FQHCs

**78%** Average patient engagement rate for active NextGen Healthcare FQHC clients

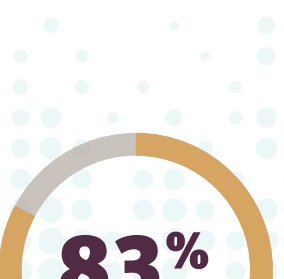
Top three performing FQHCs are:



**Asian Pacific Health Care Venture**



**MPCA—Isabella Citizens For Health**



**MPCA—Cherry Health**

## Completion success rate

**47%** Average patient self-scheduling completion rate across active NextGen Healthcare clients

Notable results:



**St. Paul Eye Clinic**  
Average in-office intake decreased from 15 minutes to 4 minutes



**St. Paul Eye Clinic**  
82% of their patients completed intake paperwork before their visits



**Wilmington Health**  
93% form completion rate (February 2023)

## Set course for efficiency and *growth*

Your practice can achieve the same success with **NextGen Healthcare by your side**. Leveraging our solutions will help improve your patient experience, lighten staff workloads, and increase revenue generation.

## BETTER STARTS HERE

Join the more than 100,000 providers across the United States who use solutions provided by NextGen Healthcare to achieve their goals.

Contact us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com).

Metrics for this infographic were provided by Luma Health.

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