

THE FUTURE IS MOBILE

# Your Guide to NextGen Mobile

A path to better documentation



nextgen<sup>®</sup>  
healthcare

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## Introduction

NextGen® Mobile, integrated with NextGen® Enterprise EHR, makes delivering and documenting care easier. Access information and perform tasks in the EHR on a mobile device, from anywhere at anytime.

“NextGen Mobile is a fantastic tool for physicians and advanced practice clinicians to use. It really does help us to see patients quickly, efficiently, and effectively in many different settings.”

**Brian Heimer, MD**

Medical Director of Virtual and Digital Health  
American Health Network, part of Optum

# 5 GOOD REASONS TO GO MOBILE

## ① Reduce provider burnout

Medical practices across the United States are being ravaged by provider burnout. A significant contributor to this phenomenon is excessive documentation demands and the length of time spent at the EHR.

NextGen Mobile reduces time spent in front of the EHR. Implementing mobile greatly reduces the need for after-hours charting and can eliminate it altogether—which translates into a lower risk of burnout for physicians.

## ② Increase flexibility and freedom

Imagine you are at home or at a sporting event and an urgent patient call comes through. With NextGen Mobile, you can access the patient record from your cell phone without a complex VPN login process. In many cases, you'll be able to address the patient's needs from your cell phone without having to return to the office to log in to a computer.

## ③ Max out efficiency

Mobile technology is being used frequently in healthcare settings. Providers and staff are using mobile tools to meet the day-to-day demands of their work. Front desk staff use the scanning feature in NextGen Mobile to scan documents into the patient chart eliminating the need to use the full-sized scanner.

## ④ Finish faster—and with greater accuracy

NextGen Mobile opens the door to many options for faster and easier documentation. Mobile facilitates documenting the patient encounter by dictation rather than typing on a keyboard. Using dictation software is faster than typing. Dictation software today is more accurate than ever.<sup>1</sup> For more information, see [Document your way >](#)

## ⑤ Embrace the future

NextGen Healthcare continues to add functionality and clinical workflows to its mobile offering. Many administrative tasks can be accomplished with your cell phone more efficiently than on the desktop. Some providers already use NextGen Mobile as their main documentation solution.

## CHAPTER 2

# TAKE A LOOK INSIDE NEXTGEN MOBILE

## Hub

This is the first screen you will see when you open NextGen Mobile. Think of the hub screen as your main to-do list. It includes the provider approval queue (PAQ), medication tasks, other clinical tasks, and charges.

### Customizable components

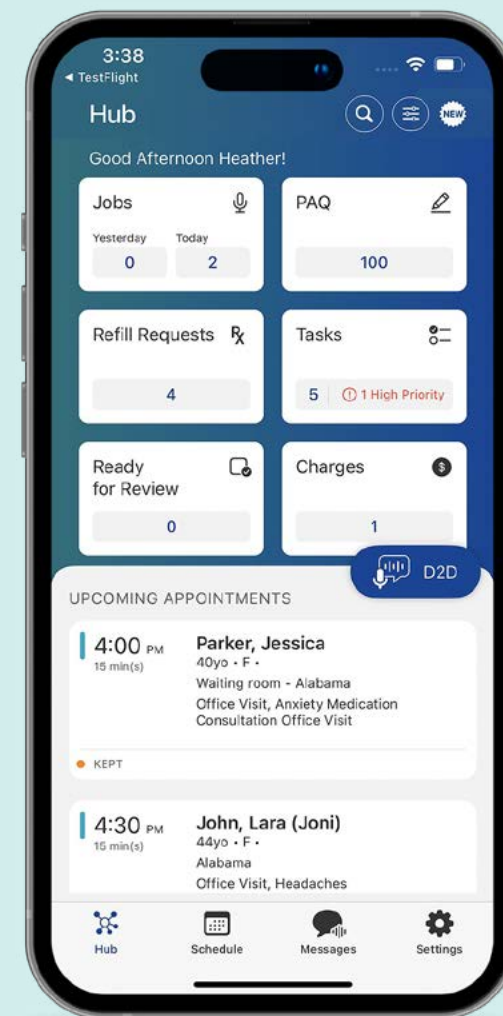
The components on the NextGen Mobile hub are customized to meet the needs of your medical practice. You tell us which fields from templates in NextGen Enterprise EHR you use most frequently and we incorporate them into your mobile hub as part of set up.

### Provider Approval Queue

This module allows you to review documents, images, and orders, approve them, reassign them, or reject them, and add comments. You can also assign tasks to staff from within the mobile PAQ.

### Medication tasks

This includes items such as approvals for refills and renewals from the pharmacy. Note that within NextGen Enterprise EHR, medication tasks and other tasks are grouped together within the clinical tasking module. In NextGen Mobile, medication tasks are separated from other clinical tasks.



The hub screen—the first thing you see when you open NextGen Mobile.

## Tasks

This option includes clinical tasks except for medication-related tasks. You can open each task, view any attachments, and review and accept or reject tasks, as you can in the EHR.

## Charges

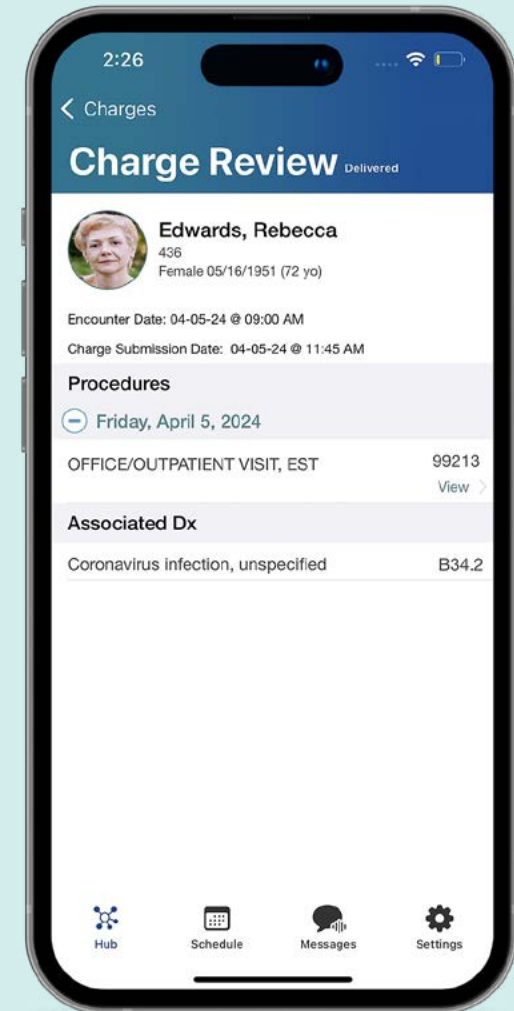
Here you can add the medical billing codes such as procedure (CPT) codes and diagnosis (ICD-10-CM) codes. If you don't know the code, you can find it through a simple, text based search. This information flows to the practice management (PM) system to be sent to insurance payers.

### Capturing charges for patients not in the EHR

With NextGen Mobile, you can enter charges for patients who aren't in your practice's computer system, or who do not have a chart in your EHR.

This feature is useful when providing inpatient care; if you are covering for a colleague in a hospital, for example, and visit a patient who's not part of your usual practice, you can capture the charges. It's also a useful feature when participating in community outreach such as care for the homeless.

You can also use NextGen Mobile to dictate notes for these on-the-fly patient encounters.

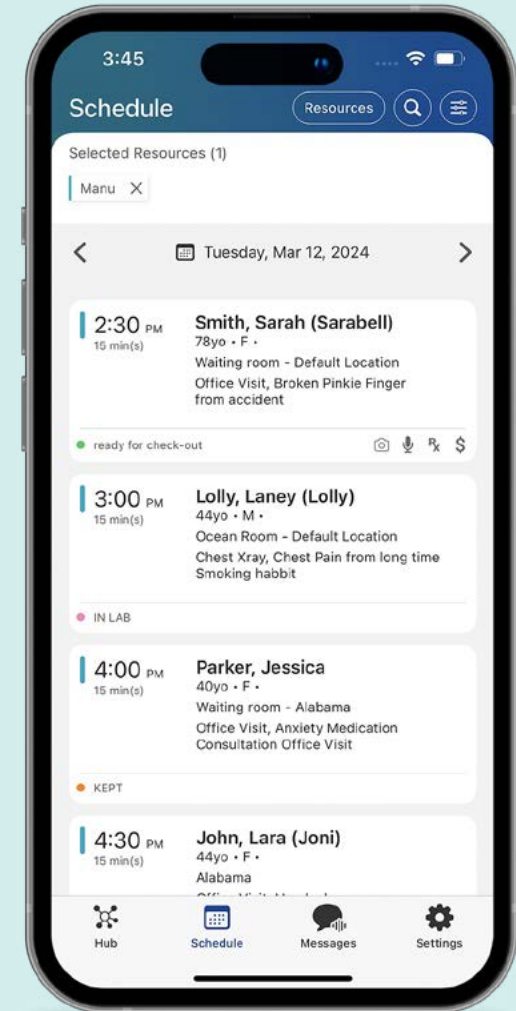


A charge review screen—here you can see information entered via NextGen Mobile charge capture.



## Schedule

You can access your schedule without going through a tedious VPN log-in process or two factor authentication. Just log in with Face ID or Touch ID and check your schedule for the day.



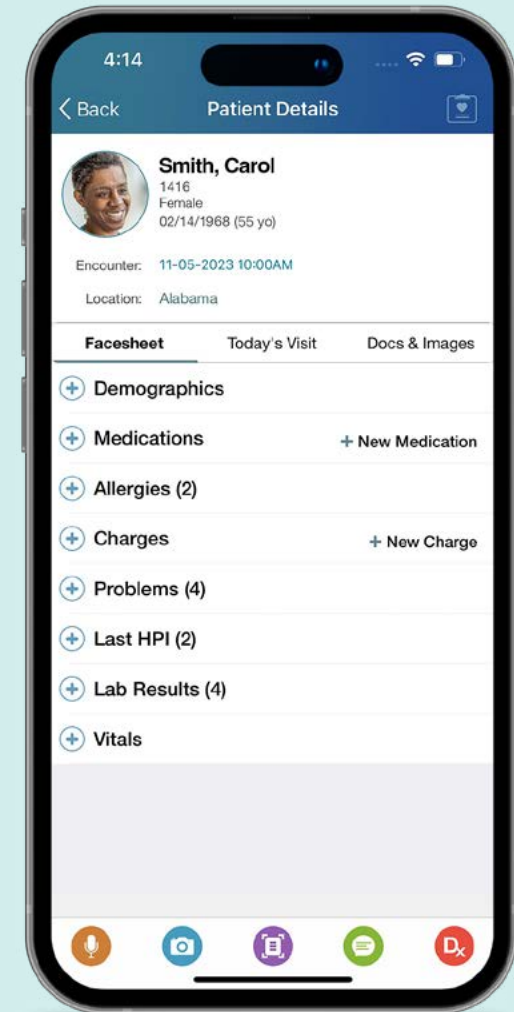
View of physician schedule on NextGen Mobile.

## Patient details

This module within NextGen Mobile provides access to information from the patient chart. It includes previous encounters and the full documents and images list—viewable by category as in the EHR. Within this module you can perform many functions in the patient chart.

Using your mobile device you can:

- Create an encounter for the patient
- Review the patient chart and any documents or images
- Dictate notes regarding the patient into the chart
- See any alerts related to the patient
- Take photos and scan images and upload them to the chart
- Add a diagnosis to the patient's record, which in turn enables you to add charge codes
- Prescribe medications, including controlled substances



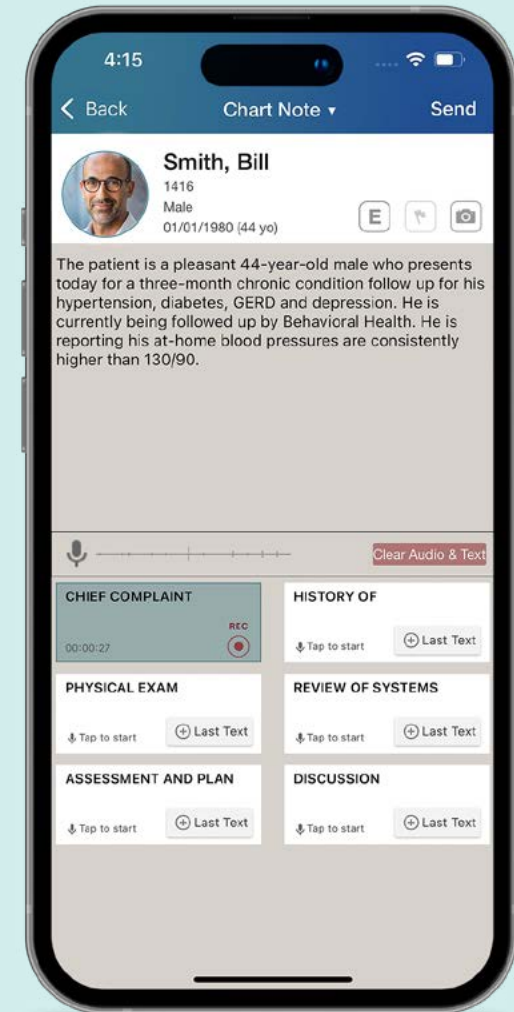
Information from the patient chart displayed on NextGen Mobile.

## Secure messaging and referrals

You can send secure messages with anybody in your contact list—colleagues both within and outside of your clinic. You can also provide referrals using secure messaging as long as the provider who will render services is in your contact list.

## Offline dictation

NextGen Mobile enables providers to dictate encounters offline. This is especially useful for providers who deliver care in rural health clinics, tribal health clinics, patients' homes, and other settings that may not have access to internet. Once you enter an online environment, your dictation will automatically be uploaded to the EHR.



Dictation captured on NextGen Mobile.



## CHAPTER 3

# WHY PROVIDERS LOVE NEXTGEN MOBILE

### Improve patient connection

*“NextGen Mobile has eased physician burnout and made staff happier. NextGen Mobile enables me to get back to the physician-patient experience the way it should be. It enables me to go into an exam room and actually communicate with a patient the way we are supposed to, rather than have a computer as an intermediary.”*

#### **Brian Heimer, MD**

Medical Director of Virtual and Digital Health  
American Health Network, part of Optum





## Saves time

*“The efficiency of NextGen mobile dictation had decreased the amount of time needed to document clinic appointments by 30 to 40 minutes a day.”*

**Trevor Gaskill, MD**

Orthopaedic and Sports Medicine Center

## Eliminates after-hours charting

*“I'm not having to spend extra time after clinic, between surgeries, later in the day, my half day off playing catch up on notes like I have in the past. So it's definitely improved the amount of time I'm spending in the office as compared to being able to go home and see my family.”*

**Christopher Cefalu, MD**

Urology Clinics of North Texas

## Makes it easier for on-call physicians

*“We recently implemented NextGen Mobile, which has made the lives of our on-call providers much easier. And with electronic prescriptions for controlled substances (ePCS), that's even making it better.”*

**Charles Van Duynes, MD**

USMD Health Systems

## Be more present with patients

*“Ambient Assist has allowed me to be more efficient in the clinic. I'm able to just focus on the patient. I find I'm more mentally present. I'm not worried about taking notes. From that standpoint, I think that makes me a better doctor.”*

**Keith M. Nord, MD**

Sports Orthopedics & Spine



## Enables use of cell phone camera in clinical practice

*“With NextGen Mobile I can take a picture on my cell phone and integrate it seamlessly into the EHR. I have an adapter that slips right on the slit lamp camera, so it takes literally five seconds to take a picture of the patient's eye. I can make an annotation right on the picture—for example, noting a corneal ulcer, age-related macular degeneration, or cataract. Of all the things we do, this may be the one that patients find most impressive.”*

**Sebastian B. Heersink, MD**

Eye Center South

## CHAPTER 4

# DOCUMENT YOUR WAY

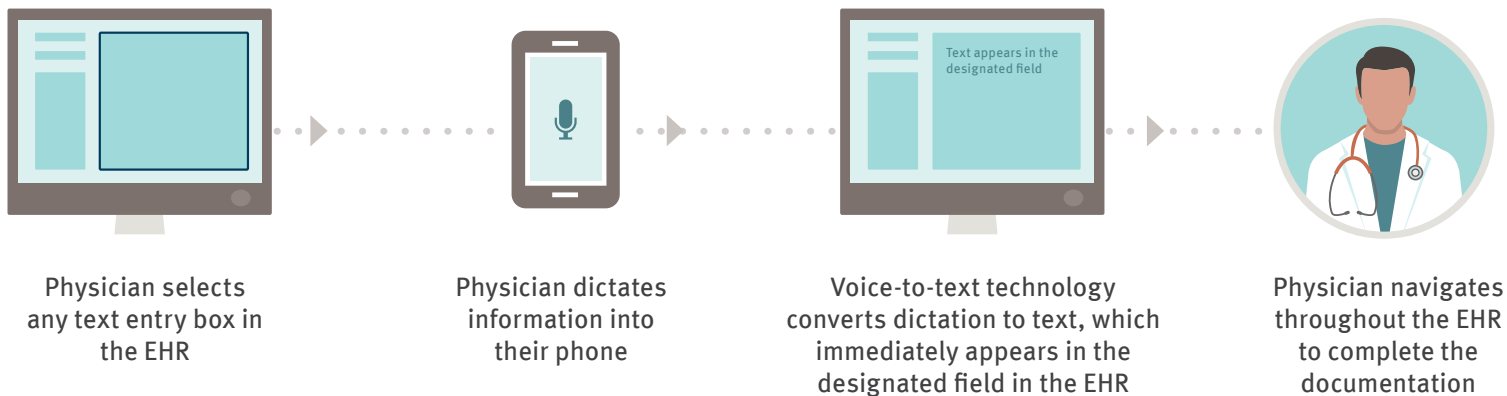
## NextGen Direct-to-Desktop

You can use your phone to dictate clinical narratives directly into the EHR. Use your mobile device to verbally dictate information into all text-based fields in the EHR.

NextGen Direct-to-Desktop supports a seamless, hybrid mobile-and-desktop documentation workflow:

- The provider selects any text entry box in the EHR and dictates the clinical narrative into their cell phone.
- Automatic voice-to-text technology captures dictation and converts it to text, which immediately appears in the designated field in the EHR.
- Dictation increases both speed and accuracy compared to typing.

### How NextGen Direct-to-Desktop works



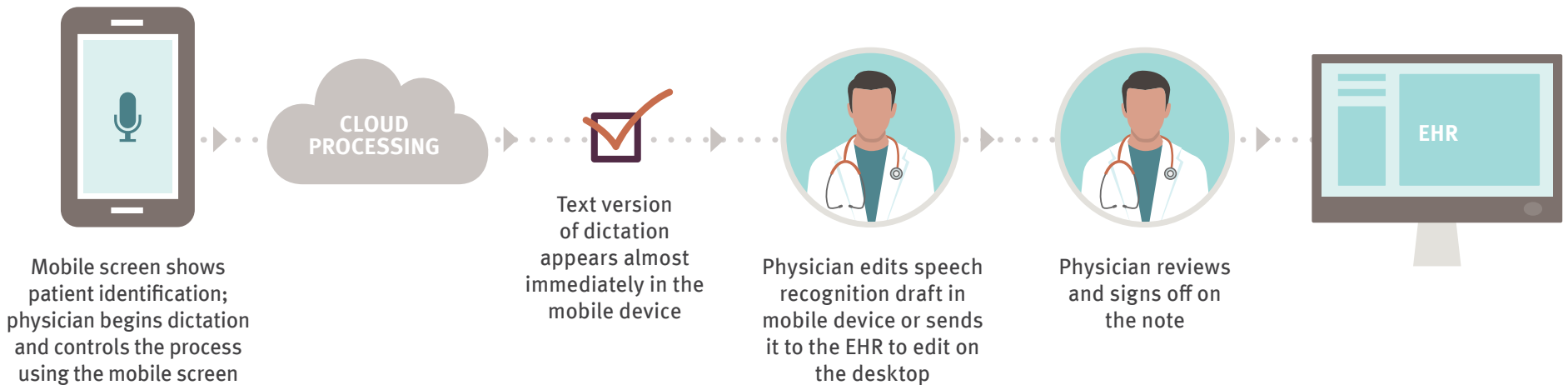
## NextGen Speech-to-Text

This option is the first step in untethering providers from documentation on the desktop EHR.

NextGen® Speech-to-Text is convenient and cost-effective:

- Simply dictate your note into your mobile device from the office, home, or anywhere else.
- Automatic voice-to-text technology captures dictation and converts it to text immediately.
- Edit right on the mobile device or send the text to the EHR and edit on the desktop.
- Text appears in the EHR within seconds, so you can use the mobile device and the desktop EHR in tandem.

### How NextGen Speech-to-Text works





A speech recognition engine learns each provider's speech patterns over time. Macros (predefined, stored phrases that are used often) can be added to each provider profile for greater efficiency. For example, a primary care physician can say "insert normal physical exam," and predefined text is automatically entered as documentation. The physician can then document by exception.

In addition, tags appear on the mobile screen related to topics to be covered in the dictation; for example, history of present illness, physical exam, assessment and plan, and more. Tap on the tags and text appears for the clinician or staff member to edit on the mobile device.

**This feature can be configured to accommodate a wide range of provider workflows.**



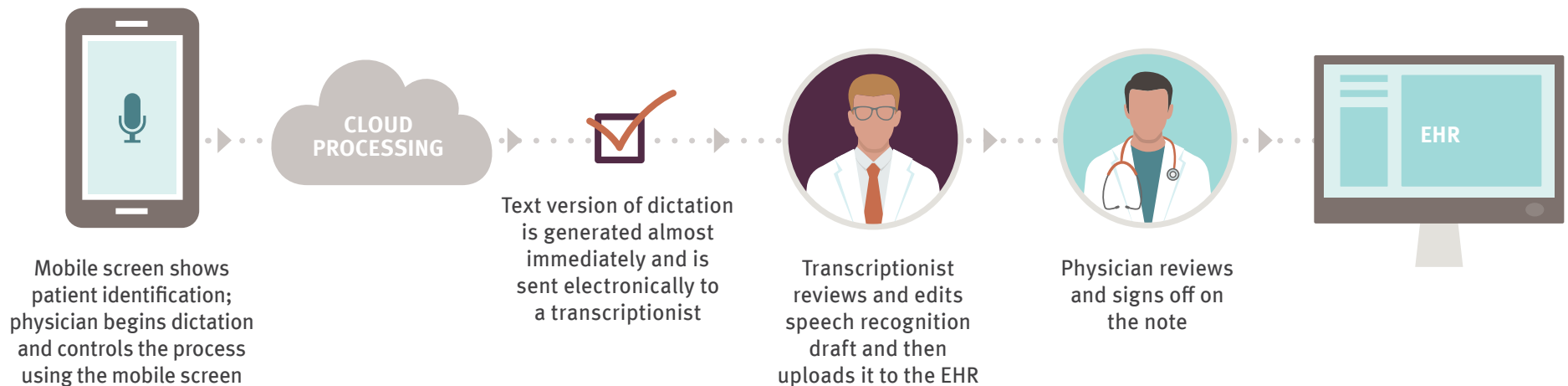
## NextGen Transcription Services

Voice-to-text transcripts can be edited by a professional service, which can be highly customizable according to practice needs and each provider's preferences.

NextGen Transcription Services is a user-friendly documentation service that saves time and reduces errors:

- After the patient exam, the physician clicks a button in the NextGen Mobile app and starts dictating the details of the visit.
- A text version of the dictation is generated electronically by speech recognition software and sent to the transcription service. A transcriptionist edits the content and sends it back to the practice within 12 to 24 hours.
- The edited dictation is uploaded into a predetermined template within the EHR to be signed off by the physician.
- Expedited dictation is available; for an additional cost, physicians can mark a job as STAT and edited content will be returned in two hours or fewer.

### How NextGen Transcription Services works



## Ease of use

“I see a patient, spend about 45 seconds dictating, and it’s done. The most significant aspect of NextGen<sup>®</sup> Transcription Services is ease of use. Press two buttons, and it’s handled.”

**Sebastian B. Heersink, MD**  
Eye Center South



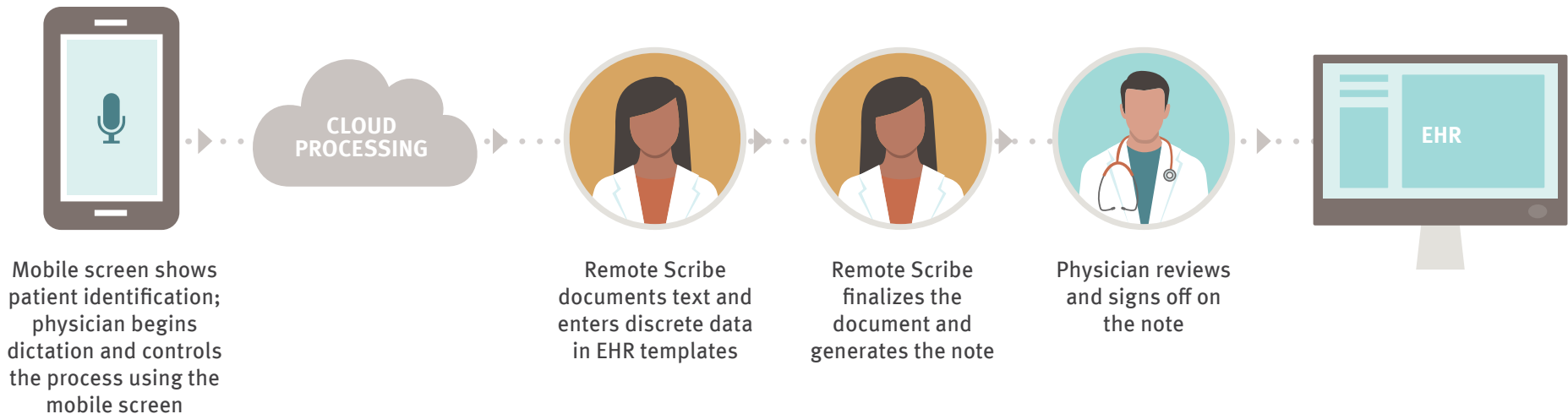
## NextGen Remote Scribe Services

This service gives providers freedom from the EHR:

- The physician dictates the encounter into their mobile device using the NextGen Mobile app.
- The recording is then passed along to the remote scribe.
- Using a fully HIPAA-compliant process, a professional scribe in a remote location listens to the recording and documents the patient encounter as instructed by the physician.
- The scribe enters discrete data and unstructured text notes directly into the EHR via remote access, completing documentation in 12 hours or less.

NextGen® Remote Scribe Services helps providers complete documentation in much less time. It also improves documentation accuracy. NextGen Remote Scribe Services eliminates pressure to find qualified staff to serve as scribes and train them.

### How NextGen Remote Scribe Services works



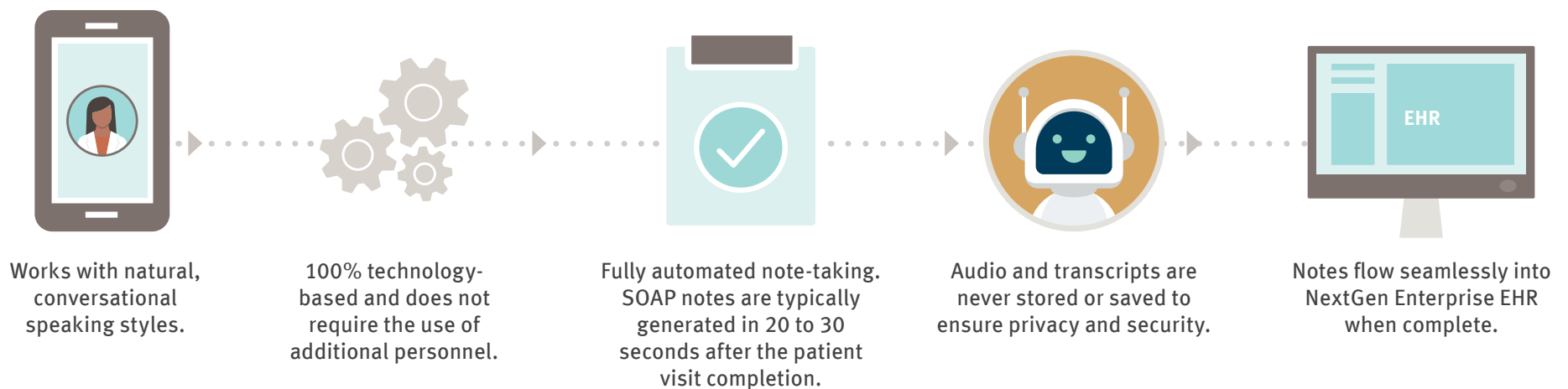
## NextGen Ambient Assist

This revolutionary tool significantly reduces post-visit note completion time, as SOAP notes are generated instantly upon the visit's end and can be reviewed within seconds:

- Generates a note with 90% accuracy, prior to review
- Seamlessly integrates the note into the EHR with no manual intervention
- Saves providers up to 2 hours of documentation time per day
- Provides relevant suggestions for diagnosis codes and lab/imaging orders
- Fully supports Spanish language patient-provider conversations
- Frees providers to focus on their patient relationships

NextGen Ambient Assist transforms natural patient-provider conversations on mobile devices into temporary transcripts, generating structured SOAP notes. These notes are automatically placed in NextGen Mobile for provider review and editing before inclusion in the patient's NextGen Enterprise EHR chart.

### How NextGen Remote Ambient Assist works







## A remedy for burnout

“A lot of the burnout rate is because of electronic medical records and the need to be glued to your computer. You’re typing the same stuff over and over again.”

### **Darryn Band, MD**

Physician and Partner  
Capital Women’s Care



## CHAPTER 5

# MOBILE TIERS

### All NextGen Enterprise users have access to NextGen Mobile

Your practice can choose from three levels of service. Set up includes customization to ensure you get the best options for your providers and staff.

| Feature                          | Mobile                  | Mobile Plus             | Mobile Pro |
|----------------------------------|-------------------------|-------------------------|------------|
| Access clinical data             | ✓                       | ✓                       | ✓          |
| Prescribe (eRX & EPCS)           | ✓                       | ✓                       | ✓          |
| Access PAQ                       | ✓                       | ✓                       | ✓          |
| View schedule                    | ✓                       | ✓                       | ✓          |
| Secure messaging (internal)      | ✓                       | ✓                       | ✓          |
| Tasking                          | ✓                       | ✓                       | ✓          |
| Upload images                    | ✓                       | ✓                       | ✓          |
| e-Sign & scan documents          | ✓                       | ✓                       | ✓          |
| Charge and diagnosis capture     |                         | ✓                       | ✓          |
| Orders                           |                         | ✓                       | ✓          |
| AI patient summary (coming soon) |                         |                         | ✓          |
| Speech-to-Text                   | 30 mins per month       | ✓                       | ✓          |
| Ambient Assist                   | 10 encounters per month | 10 encounters per month | ✓          |
| AI suggestions                   | 10 encounters per month | 10 encounters per month | ✓          |
| Transcription Services*          |                         | ✓                       | ✓          |
| Remote Scribe*                   |                         | ✓                       | ✓          |
| Virtual Live Scribe*             | ✓                       | ✓                       | ✓          |

\* Dictation option that requires additional fees

# 13 OF THE BEST NEXTGEN MOBILE FEATURES

- 1 **Access your schedule** – see what your day looks like the night before
- 2 **Access your task list** – take action on clinical tasks, including medication tasks
- 3 **Access the provider approval queue (PAQ)** – take action on PAQ items
- 4 **Search and view patient information** – including medication lists, lab results, health history, problem lists, images, and documents
- 5 **Take images and upload them to the EHR**
- 6 **Sign documents or have a patient sign documents**
- 7 **Scan documents and upload them directly into the chart**
- 8 **Enter diagnosis codes and charge codes**
- 9 **Add, renew, or refill a medication prescription** – including prescriptions for controlled substances
- 10 **Text securely with colleagues** – both within and outside your clinic
- 11 **Upload chat transcripts to the EHR**
- 12 **Dictate patient encounters** – even in locations when there is no internet connection
- 13 **Document care with ambient listening technology that saves time and reduces cognitive load**

## CHAPTER 7

# GETTING STARTED

Setting up mobile for your medical practice requires installation of new software, including a proprietary NextGen Mobile API.

The process for this installation will vary depending on whether your practice self-hosts NextGen Enterprise on its own servers or uses NextGen® Managed Cloud Services.

For practices that self-host NextGen Enterprise, experts will work with your IT department to make the installation process as easy as possible.

For practices that use NextGen Managed Cloud Services, our support team can perform the entire installation, with no work required from your IT department.

## New to NextGen Healthcare

If you're interested in NextGen Mobile but your practice is not yet on the NextGen Healthcare platform, contact us to find out more about our innovative, time-saving solutions.

**Find our contact information on the next page.**



# BETTER STARTS HERE.

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

Life is short. Don't spend more time than necessary in front of the EHR.

**Watch a demo** of NextGen® Ambient Assist ›

**Explore** all of our dictation options ›

<sup>1</sup> Chris Kikel, "4 Reasons Dictation Is Better Than Typing," Total Voice Technologies blog, June 25, 2021.  
<https://www.totalvoicetech.com/four-reasons-that-dictating-is-better-than-typing/>.

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