NextPen® FAQ and Solution Benefits

Q. What is NextPen, and how does it work?

A: **NextPen is comprised of:**

- Hardware (digital pen, docking tray, USB, and ink refills)
- Software (NextPen Print and NextPen Desktop)
- Forms

Information written on paper with NextPen can be transferred to NextGen® Enterprise EHR and PM as either structured reportable data, an image, or both.

Forms are printed on regular copy paper with a color laser printer using NextPen Print. The patient or provider fills out the forms with a digital pen. A camera in the tip records the ink strokes. When NextPen is docked at a designated workstation, the data is verified through NextPen Desktop. From there, the handwritten information is sent to the EHR/PM platform.

Q. How does NextPen know which patient the information belongs to?

A: Forms are printed with a unique dot pattern embedded into regular copy paper that's similar to a watermark. The pattern encodes a unique ID that ties the page back to a specific patient, date, etc.

The pattern is unique on individual pieces of paper. The forms are either printed from the PM schedule with the patient's name on the header or printed as blank header forms in bulk. The unique pattern coupled with the patient's information identifies that form as belonging to that patient. Any data captured using NextPen, and a NextPen form automatically lands in the correct chart.

Q. How can NextPen help register new patients?

A: When someone arrives for their first visit and fills out a new patient NextPen registration form, a chart is automatically created in the PM application. Additionally, all practice consent forms can be turned into NextPen forms, which will go directly into the chart without the need to scan. This frees up front office staff from time-consuming data entry tasks and allows them to spend more time building relationships with new patients.

Q. What is the difference between a patient header form and a blank header form?

A: Patient header forms are printed for a specific patient on your PM schedule. NextPen queries the PM schedule and prints specific forms for specific patients. The forms print with the patient information assigned into the header.

Blank header forms can be pre-printed and kept at the front desk, nurses' triage area, or in the exam rooms. Staff can either fill in the information or have the patient complete the form. It's accessible without the need to print from the PM schedule. The patient's personal information is handwritten into fields in the header. The form then syncs the information on the form to that specific patient.

Q. How long does NextPen last, and when does it need a refill?

A: Under regular use, the ink lasts approximately six months before needing an ink refill, which is included with NextPen. Your account manager can provide additional refills.

Q. How can I prevent NextPens from being stolen?

NextPen has a small hole at the end that allows a thin lanyard for tethering it to a desk or clipboard.

Q. Where are NextPens available for purchase?

A: NextPens are only available through NextGen Healthcare. Other digital pens on the market are not compatible with the NextPen system.

Q. Would a black and white printer work with NextPen?

A: You need a color LaserJet printer with PostScript support. Also, auto-duplexing support is preferred though not mandatory.

Q. Can NextPen be sanitized after every use?

A: Yes, NextPen is alcohol and sanitizer friendly for sterile usage.

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Q: What are the options for form creation?

A: More than 100 unique forms grouped by specialty are available. The forms are compatible with ACE (formerly KBM) versions 8.4 and higher. NextGen can also create forms specific to your practice's brand.

Form creation training is also available. The four hours of complimentary Webex time with a trainer can help you insert your logo on the out-of-the-box forms or convert your consent forms into NextPen forms.

Q: Can I build my own forms for NextGen Healthcare templates or for templates we have created?

A: Yes. You will need a license for a third-party product called Adobe LiveCycle Designer ES4, which is included as part of Adobe Experience Manager Designer. NextGen Healthcare uses LiveCycle Designer to build forms. Once you have purchased a license for the third-party software, our technical consultant can teach you how to build your own custom forms or customize the out-of-the-box forms.

Q: Is special paper required to use NextPen?

A: NextPen works with regular printer/copier paper.

System requirements for the workstation to use NextPen:

- NextGen Enterprise EHR 5.9 or higher
- NextGen® Adaptive Content Engine 8.4.0 or higher with existing forms
- Microsoft Windows 10 (32-bit or 64-bit)
- 500 MB of available disk space
- 19" or larger wide-screen (16x9) monitor
- Display of 1920 x 1080
- USB Port

System requirements for the server to use NextPen:

- Microsoft Windows 10, Microsoft Windows Server 2016 and 2019
- 6 GB RAM
- CPU speed of 2 GHz or faster
- Microsoft SQL Server 2017 and 2019

Optimize your office efficiency

Time saver

The effort to collect patient data and then perform time-consuming data entry can weigh heavily on staff. NextPen structured data forms help alleviate this burden by enabling patients to do their own data entry.

Error reducer

Scanning consent forms into the EHR consumes time and increases the chances of errors. Patient data gathered through NextPen goes directly into the EHR without the need to scan.

Patient-centric care

A computer in the room can be a distraction in the patient/provider relationship. NextPen allows providers to capture data using traditional and comfortable pen and paper technology without using a scribe or later having to transcribe the data into the EHR.

Accurate picture

When a provider uses a mouse on their computer to illustrate a clinical topic, it can be clumsy, inaccurate, and slow. NextPen enables providers to draw images in color without the need to scan later.

Efficient data transfer

During home visits or any visit outside the four walls of a clinic, providers can use NextPen to capture patient data, even without connectivity, and quickly transfer it into the EHR back at the office.

BETTER STARTS HERE.

For more information, contact us at **855-510-6398** or **results@nextgen.com**

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