

Solutions for
Small Practices







Among all office-based physician practices, those with nine doctors or less represent the majority in the United States*. However, many technology providers don't consider your needs when designing software. In a small practice, where time and resources are typically in short supply, we understand that choosing a technology solution is a very big decision.

You need a solution that's easy to implement, use, and maintain. One with a seamless implementation, that comes equipped with relevant specialty content, and helps improve workflow. You need technology that won't slow you down, one that enhances efficiencies, enables interoperability with other medical organizations, and molds to fit the needs of your practice.

Another important consideration — small practices stand to gain the most benefit from health reform and its promised incentives, so qualifying for the maximum stimulus reimbursement possible can have a profound impact on your success. You need a technology partner who can offer the tools and guidance to help you understand and demonstrate Meaningful Use of your system.

Finally, with escalating costs and limited resources for on-site technology staff, it is critical for small practices to keep expenses low, while ensuring outstanding ongoing support and return on investment.

NextGen Healthcare can help.



Demonstrating Meaningful Use

With one of the only certified EHRs on the market, ARRA-related programs, and close relationships with the Regional Extension Centers, NextGen Healthcare extends the helping hand you need to get through every stage of EHR adoption and Meaningful Use demonstration — from purchasing to implementation, and from training to reporting quality measures.

To help you prepare to demonstrate Meaningful Use, we offer a proven product with a money-back guarantee — as well as plenty of support services to help ensure your success.

We offer timely guidance, including:

- An up-to-the-minute "Path to Meaningful Use"
- Regularly scheduled webinars
- The latest news and updates on the legislation

Visit our dedicated stimulus web site, nextgen.com/stimulus, for more information.

*Roughly 87% of office-based physician practices are comprised of nine physicians or less, and approximately 67% report four physicians and under. Excerpted from a report issued by the Centers for Disease Control and Prevention on "Selected characteristics of office-based physician practices: United States 1999-2004." Table 117

Small Practice Success Stories

• Ironwood Dermatology (four providers):

- A/R turnaround down by over 10 days
- Collected approximately \$100,000 of backlogged claims
- Alleviated staffing challenges — reduced FTEs by 1½
- Improved documentation, information access, and reporting

• Bowling Green Family Physicians (five providers):

- Achieved better patient care and outcomes
- More effective use of human and financial resources
- Comprehensive charge capture and cost recovery
- Significant reduction of initial claims rejections
- Rapid ROI

• HeartPath Cardiovascular Services (two providers):

- Saved about \$20,000 using subscription model
- Fully executed implementation in just four months
- Achieved efficient training from office and home
- Reduced claims denial rate from 22% to under 5%
- Improved A/R within first three weeks

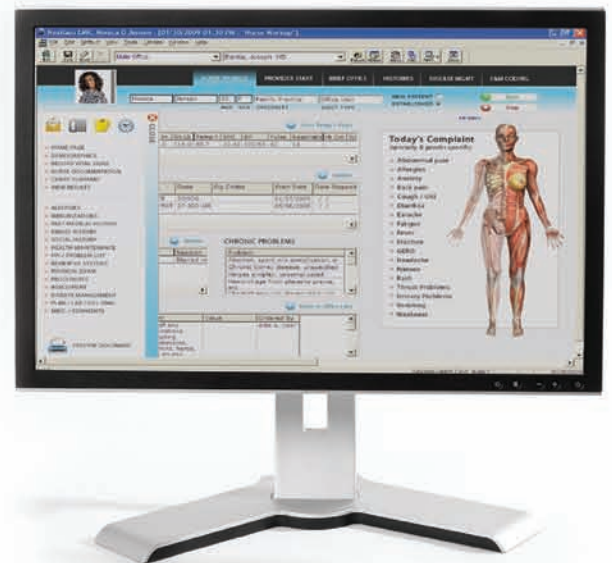
NextGen® EHR

With built-in workflow — and **pre-built templates for primary care and 25 other specialties** — NextGen EHR provides the basic framework and expertise to get small practices up-and-running as smoothly as possible. You can begin documenting patient encounters immediately using our comprehensive clinical content, which helps eliminate time-consuming customization. However, if you prefer to tailor NextGen EHR templates, our flexible software is easy to adapt to your practice.

NextGen Healthcare's EHR version 5.6 is a **CCHIT Certified® 2011 Ambulatory EHR**, additionally certified for Child Health and Cardiovascular Medicine with Advanced Reporting*. Our award-winning solution helps your practice environment run more efficiently, and features **Quick Visit templates**, which automatically populate HPI and other screens when the chief complaint is entered. Physicians can review and confirm information reflected in check boxes, instead of keying details during an encounter. What's more, with NextGen EHR, doctors can rest assured that they are coding to the appropriate level of service.

Our **ePrescribing** capabilities automatically check prescriptions against a patient's medications and allergies. You can quickly order tests, procedures, or referrals — and print patient education materials — right from the system.

Plus, **reporting has never been easier** — using our EHR templates allows all data entered to be saved as



discrete data elements so information can be searched, sorted, and summarized for statistical analysis and document generation. This allows your practice to manage your entire patient population for disease management and health maintenance purposes, and helps facilitate participation in revenue-boosting pay-for-performance initiatives.

Finally, our advanced NextGen® Patient Portal promotes an interactive continuum of care by facilitating effective electronic communication and clinical data exchange among providers, hospitals, and patients. It offers standard features such as online appointment requests, prescription renewals, transmission of documents and forms, and more.

Our sales, implementation, and training teams are ready to assist you in custom fitting your EHR system to your small practice's needs.

NextGen® Practice Management

Overdue claims, denials, and time-consuming manual processes can kill cash flow in a small practice, where every dollar counts. Add ever-changing payer and coding rules, and it is amazing providers can keep up.

That's why we pre-load your system with claims rules for Medicare and other payers, fee schedules, medications, and procedure and diagnosis codes. By **automating end-to-end** office processes, NextGen software can help reduce Accounts/Receivable (A/R) turn-around times, improve collections, decrease denials, boost

efficiency, strengthen accountability, and expand your business without adding full-time staff members.

In addition to payer and clinical intelligence, NextGen Practice Management incorporates automation features that, when configured to follow your workflow, will:

- **Check claims for errors** before electronically submitting to a payer or clearinghouse
- **Alert staff** the instant a claim becomes overdue, with instructions for immediate follow-up
- Obtain **real-time eligibility verification** prior to service, to troubleshoot payer issues

You can send tasks in real-time with NextGen® **WorkLog Manager**, which monitors, prioritizes, and instantly responds to events occurring in the system — while allowing managers to measure operations and performance by tracking completed and outstanding tasks.

Plus, you don't need to be a report writer to easily **generate critical reports**. You can even schedule them to run automatically at your chosen time.



NextGen Practice Management Outcomes

Typical results for current NextGen Practice Management clients:

- Improve gross collection rate by 4-9% annually
- Less than 9% of users have A/R over 90 days
- Most users have reduced A/R days to between 30-45 days
- Denial rates have been reduced to below 2%
- Improve first pass clean claim rate to over 95%
- Patient insurance eligibility over 95%
- For claims charges, date of service to date of posting is two days



Integrated EHR and PM Solution

When working in conjunction with NextGen EHR, our Practice Management solution creates one complete, integrated solution for practice automation.

By using a single database for both solutions, your organization can:

- Automate centralized business operations, such as billing, receivables management, and collection activity
- Reduce FTEs and lower costs of IT and system administration
- Share demographic, clinical and administrative data for better patient outcomes, while complying with privacy laws

- Streamline referrals and improve reporting
- Save time spent on documentation and transcription
- Decrease paper to reduce storage requirements and costs

Plus, our shared database and single-vendor architecture promotes interoperability with other EHR and practice management solutions, labs, radiology and diagnostic equipment. You can count on the interoperability of our platform and products to contribute to dramatic improvements in clinical processes and help equip your practice for the years ahead.





Services and support

When upgrading your technology, you need to avoid downtime and disruptions. That's why we have a proven process in place for quick conversions or simultaneous deployment of our integrated EHR and Practice Management solutions.

Our small practice implementation coordinators and dedicated small practice trainers help to ensure your technology implementation (or conversion) and training experience is customized, streamlined, and successful.

Some specific services we offer include:

- **Implementation** — Our dedicated small practice implementation team offers flexible, customized implementation plans based on our proven methodology and significant experience with small practices.
- **Training** — We deliver convenient training options tailored to small practices. A trainer will be on-site to offer go-live support. To reduce the costs involved with training, we offer online training options, which feature all the same content as our in-person training.
- **Hosting** — Our hosting services are perfect for small practices seeking the benefits of healthcare IT automation, but not the maintenance of in-house hardware and networking.
- **Grants and Funding Center** — This seasoned team of professionals — the likes of which are unseen elsewhere in our industry — provide guidance and assistance to help you leverage HIT and HIE funding opportunities.
- **Revenue Cycle Management** — NextGenSM Practice Solutions provide unparalleled, technology-driven, revenue-improvement services that create efficient and effective business operations — meaning you can focus on patients, and get paid faster, too.
- **Physician Resource Center** — Led by our Chief Medical Officer, the dozen full-time employee physicians on this team help develop our products' features and content. They also work with practices during implementation, upgrades, training, strategy, workflow re-engineering, and more.

- **Data Protection** — Tap into our web-based NextGuardSM Data Protection Services, which provide an off-site, data archiving, restoration and disaster recovery preparedness solution for practices to protect their clinical and financial data.

- **Wellcare** — This complimentary service is for clients who have elected server maintenance. We proactively monitor key aspects of your practice's servers and alert you about critical issues — before they turn into serious disaster recovery efforts.

Contact us today at 215-657-7010 or sales@nextgen.com for more information regarding our products and services designed to help small practices succeed.

Software-as-a-Service

Small practices can benefit from the industry's leading electronic health records and enterprise practice management software without the typical upfront costs.

NextGen Healthcare has introduced a competitively priced Software-as-a-Service (SaaS) subscription model for our award-winning NextGen EHR and NextGen Practice Management system as an alternative to purchasing the system.

For a fixed monthly cost, this solution packages everything a practice needs to go to the next level of healthcare technology, including: state-of-the-art hosting, implementation, training, maintenance, image scanning, superior client support and access to our EHR and/or Practice Management software.

Reporting for PQRI, ePrescribing, and other pay-for-performance initiatives — including the government's stimulus incentives — just got easier for small practices.

Publicly traded (NASDAQ:OSII)

Copyright © 2010 NextGen Healthcare Information Systems, Inc. All Rights Reserved. Printed in the U.S.A.

NextGen is a registered trademark and a service mark of NextGen Healthcare Information Systems, Inc. ("NextGen Healthcare"). All other names and marks are the property of their respective owners.

Tour online product demos at nextgen.com


NextGen Healthcare Information Systems, Inc.

795 Horsham Road, Horsham, PA 19044

p: 215.657.7010 | f: 215.657.7011

sales@nextgen.com | nextgen.com

NEXTGEN
HEALTHCARE

 NextGen strives to be a responsible steward of the environment. This paper is recycled and is certified to Forest Stewardship Council (FSC) standards, which promotes the responsible management of the world's forest.