



# Spotlight On:

## *Healthwise*

### Empower patients with Healthwise Patient Instructions and Healthwise Knowledgebase

Your answers to a few crucial questions can reveal important information about your patients' satisfaction with their care—and their perceived quality of that care.

For example, after an office visit, do your patients fully understand their next steps for treatment? If they're calling your office due to forgotten instructions, confusion about future care, or with questions sparked by their Internet research, there's likely more you can do to provide much-needed information and peace of mind.

At your practice, are bilingual or non-English speaking patients empowered to take an active role in their care, or that of their family members?

Finally, do you know if your patients are truly satisfied with their care? What story do your patient retention statistics tell?

to deliver the healthcare information your patients need, when they need it, helping to improve care quality and patient satisfaction.

The seamless integration of Healthwise solutions into your NextGen® system helps ensure that industry-leading patient information—and targeted clinical information—is available to patients both at the point of care and at home. As a result, clear, concise information is on hand to help patients better understand their diagnosis, medicines, tests, procedures, home instructions, and when to call their care giver.

Use these engaging and comprehensive resources to encourage your patients to take a more active role in their care, to empower them to successfully manage their care, and to make high-quality care delivery easier for your care providers.

### Improve care and patient satisfaction with integrated tools

If you see some red flags based on your responses, there are tools designed to help. Healthwise Patient Instructions, integrated with NextGen® Ambulatory EHR, along with Healthwise Knowledgebase, now integrated with NextGen® Patient Portal, are designed



## How does it work?

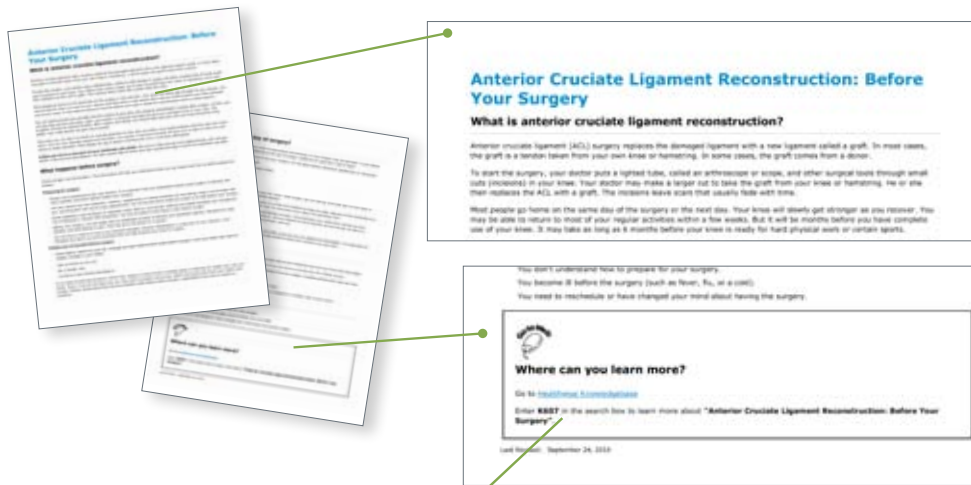
During a patient encounter, the provider can display and print Healthwise Patient Instructions from a template tied to the provider's chosen diagnosis or CPT codes. The provider can also manually search for specific topics by selecting "Patient Education" from the NextGen Ambulatory EHR file menu.

A comprehensive Healthwise Patient Instructions document, displayed and printed in English or

Spanish, explains the diagnosis, what the patient should do or expect, and other pertinent clinical information and references.

Finally, the Patient Instructions include a "Go-to-Web" code. If the patients are able to utilize the NextGen Patient Portal, they can access targeted evidence-based topics, decision support tools, disease management tools, surveys, and other clinical information for the diagnosis in the privacy of their home.

*Patient leaves with patient instructions*



*Go-To-Web Code at the end of patient instructions*

*Patient enters Go-To-Web Code through the patient portal.*



*Pop-up links to gain deeper knowledge*

## Benefits of the Healthwise Patient Instructions and Knowledgebase:

- Promotes patient understanding, reducing calls to the office
- Empowers patients to take a more active role in their care
- Helps develop patient self-care and self-management skills
- Enables patients to search targeted clinical instructions/topics provided by the physician
- Improves patient satisfaction by providing information at the point of care
- Facilitates care quality and satisfaction improvements to help enhance your bottom line
- Improves communication through easy access to English and Spanish patient instructions

### *Find out more*

*Learn more about how your practice can empower patients with Healthwise Patient Instructions and the Healthwise Knowledgebase. Contact your NextGen Healthcare Regional Sales Consultant—email [sales@nextgen.com](mailto:sales@nextgen.com) or call 215-657-7010.*