



**DELIVER TRUE,  
WHOLE-PERSON CARE  
TO YOUR COMMUNITY**

## EMPOWERING YOU

*To deliver high-quality, cost-effective, convenient care—today and tomorrow*

Declining reimbursement, excessive regulation, inability to coordinate care across programs and service lines, and meeting the expectations of clients—these trends present challenges to integrated care, clinician and staff satisfaction, and your ability to provide the best care possible.

Our goal is to become your trusted partner—together forging a better path forward along your journey to true, whole-person care. Flexible and integrated solutions tailored to your specific needs can help you improve the consumer experience, deliver better outcomes, maximize financial health, and enjoy a better work-life balance.

## BELIEVE IN BETTER.®



*“The transition to an integrated care delivery model can be daunting. At NextGen Healthcare, we help behavioral health organizations like yours make that transition. Built upon an award-winning electronic health record (EHR) and practice management system, NextGen® Behavioral Health Suite is the industry’s only platform that integrates physical, behavioral, and oral health data in one software solution.”*

**Javier Favela**  
Vice President, Behavioral Health Solutions  
NextGen Healthcare

“The staff benefits greatly from a fully integrated EHR. They now have all of the information regarding a patient’s total well-being and treatment at their fingertips—and that’s just not something we’ve had the benefit of previously.”

Shannon Hannon, BA, MBA, CMPE  
Vice President of Healthcare Integration  
Bowen Center

# IMPROVE THE QUALITY AND EFFICIENCY OF CARE

*Expand access, enhance outcomes, and save time*

Clinical solutions enable access to complete and accurate information, allowing your care team to focus on what matters most—the individuals you serve. Accurate, efficient documentation supports effective care coordination between clinicians and direct support professionals (DSPs), and can save valuable time.

- Document with mobile, when and where you want, and save time—essential for DSPs who provide and support community-based services
- Streamline behavioral health, physical health, and human services workflows with specialty-specific, customizable content for more than 26 specialties
- Stay current with regulatory documentation and compliance requirements
- Bring joy back into the workplace with speech-to-text transcription and scribing services—and provide individuals the attention they deserve

*Do your clinicians document after hours?*

They don't have to. Document with speech-to-text **mobile.**

## 84% of work completed before 6pm

Providers completed 84% of their work before 6pm, Monday through Friday, when using NextGen® Mobile to document care.

In 2021, providers dictated 2,184,211 clinical notes and uploaded 4,879,508 images to patient charts using NextGen Mobile.<sup>3</sup>

# EMPOWER PATIENTS WITH GREATER ACCESS AND AUTONOMY

*Deliver high-quality care anytime, anywhere*

Online access is reshaping care delivery. You need a 'digital front door' that makes it easy for clients to engage with your practice and take charge of their own health. Solutions that reinforce health and safety, meet consumer demand, and advance efficiency can attract new clients, increase the loyalty of existing ones, and stay competitive as online therapy options expand.

- Make it easier for clients to engage with your organization via a robust engagement platform that motivates individuals to participate in their health
- Strengthen client-provider relationships with virtual visits fully integrated into your enterprise EHR—with the option to offer virtual group therapy sessions
- Use remote patient monitoring to improve outcomes for clients with chronic care conditions
- Decrease staff time spent on tedious tasks and reduce no-shows with online patient self-scheduling, appointment reminders, bill pay, and Rx refill requests
- Reduce waiting room time by enabling clients to confirm personal information, complete intake forms, and provide insurance information online, before the appointment

*Want to provide clients more options for follow-up appointments?*

Supplement office visits with **virtual visits.**

## Meet higher expectations

Clients pay more out of their own pockets for care and they expect exceptional service.  
**What are you doing to ensure patients have a positive experience?**

One way to meet rising expectations—open up better avenues of communication between your clients and the services you provide. Tools are available to help you communicate more effectively, and stay competitive as nontraditional services, such as online therapy businesses, expand. A patient engagement platform integrated into the EHR and practice management systems keeps your clinicians and staff on the same page throughout the client's journey.

NextGen Healthcare has enabled more than **2.5 million virtual visits** since March 2020.

“ NextGen Healthcare was the only comprehensive solution to provide unmatched provider and patient experience through configurability, flexibility, and scalability while addressing the needs of a growing organization like ours with multiple lines of service. ”

Carl Coyle, MSW  
Chief Executive Officer  
Liberty Resources



# MANAGE RISK WITH MEANINGFUL DATA AND ANALYTICS

*Provide insights for better care*

Population health solutions gather and analyze client data from multiple sources and deliver insights based on this data to the point of care. This helps you make better decisions and improves both clinical and financial outcomes.

- Support a full array of care management activities—extend the reach of your services beyond the physical office
- Identify gaps in care and stabilize revenue by closing these gaps
- Quickly identify at-risk clients most in need of high impact interventions, build client-specific care plans, and administer those plans efficiently
- Document achievement of measurable outcomes, as required under value-based payment models

*Need to use your resources more effectively?*

Leverage your data for better **insight.**



## Power of analytics

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Population health analytics point you to your most vulnerable clients—the ones with the greatest need of your valuable resources.

## All about integration

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Integration of population health analytics with your EHR is the most effective way to deliver insights where they're needed—in the workflow at the point of care.

With our population health solution, you can:

- **Aggregate** disparate data
- **Aggregate** data on a vendor-agnostic basis
- **Deliver** insights to the point of care



## THRIVE WITH PURPOSEFUL INTEROPERABILITY

*Meet your clinical and business goals*

Interoperability is the ability for different information technology systems to communicate and exchange usable data. In the practice of healthcare, interoperability supports your ability to work effectively with other caregivers within and across organizational boundaries.

- Access and share patient information seamlessly through a national data exchange
- Access clinical data with easy-to-activate plug-and-play APIs for effortless data exchange
- Consolidate data from disparate systems for a single source of truth across your community—including physical health, behavioral health, oral health, and human services
- Provide optimal care and remain independent, thanks to support from cost-efficient interoperability

*Want a more complete and accurate view of client records?*

Gather all important client data, from everywhere with **connected health.**

## Seamless interoperability opens the doors that make whole-person care possible

The ability to exchange client healthcare data across different digital platforms—interoperability—helps you meet client needs and achieve your business goals.

- **Get a full view of the clients record**—Use automation to connect faster and more effectively with hospitals, healthcare systems, and regional health information exchanges.
- **Manage referrals**—Make sure clients are electronically referred to in-network providers and thereby prevent financial losses from out-of-network leakage.
- **Communicate within an Accountable Care Organization (ACO)**—The average ACO has more than 16 different EHRs operating in one small geographical region. If your practice is part of an ACO, our solutions can help you get data into and out of its systems.
- **Reduce duplicate orders**—Seamless data-exchange services work behind the scenes to prevent duplication of orders.
- **Succeed at value-based care**—If you participate in a value-based care plan, the ability to share clinical data is essential to achieving your business goals.

# ABOUT NEXTGEN HEALTHCARE

NextGen Healthcare offers a comprehensive enterprise solution that upholds the foundations of whole-person care by integrating behavioral, physical, and oral health data, along with social and human services. The solution extends beyond a classic medical and clinical setting with social and human services capabilities to support complex and diverse delivery systems in a fully integrated manner.

With integration, interoperability, and meaningful insights, NextGen Healthcare helps organizations make a more meaningful impact on individuals, clinicians, and your community. The aim—to make health and care better, for everyone.

Contact us

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**BELIEVE IN BETTER.®**





NextGen® Enterprise EHR 6.2021.1 Patch 79 is 2015 Edition Cures compliant and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services.

Holds Certificate No: 15.04.04.1918.Next.60.09.1.220303  
Certification Date: March 3, 2022  
Program: 2015 Cures Update

For additional information on tested modules and CQMs, additional software used, limitations and additional costs, please see full disclosures at:

[www.nextgen.com/certifications](http://www.nextgen.com/certifications)



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<sup>1</sup> Jacqueline LaPointe, Prior Authorization Burden Continues to Rise, Physicians Report, Rev Cycle Intelligence, accessed March 3, 2021, <https://revcycleintelligence.com/news/prior-authorization-burden-continues-to-rise-physicians-report>.

<sup>2</sup> Medical Group Management Association, Annual Regulatory Burden Report, October 2019, <https://www.mgma.com/getattachment/a6acc774-b5ce-44b1-b98c-d6dcc824db60/mgma-annual-regulatory-burden-report-> 3 Data is based upon internal NextGen Healthcare sources. <sup>4</sup> Data is based upon internal NextGen Healthcare sources.

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