

Make Your Patient Intake Process More User-Friendly

NextGen® Patient Engage

Labor intensity of intake for patients and staff

In all the stages of patient engagement, verifying patients' information before they meet with providers can be challenging.

Patients waiting for their appointments don't want to be handed a stack of forms to fill out. As they grudgingly answer questions, there's a strong chance the information will be inaccurate, which means revenue loss and breakdowns in patient communication.

Staff, in many cases, have to put on their "detective hats" and spend time double-checking these hastily completed forms and typing the information into the EHR.

It's not what you would call a 21st Century experience.

Get rid of the clipboard and pen

The urgency to offer a seamless intake process has been amplified with the adoption of virtual visits. An online intake approach raises the level of patient convenience and staff satisfaction. Waiting rooms are less crowded, while staff members are no longer pressed to confirm all of the details with the patient.

Digitize your administrative intake process

With NextGen Patient Engage, a module of the NextGen® Patient Experience Platform, your patients can conveniently provide you with essential details long before their appointments and practices can see the status of the intake in real time:

- Demographics
- Insurance
- Phone, email, and address
- Consent forms
- Administrative and clinical forms
- Copay and balance collection with NextGen® Pay powered by InstaMed

This administrative information integrates with NextGen® Enterprise PM.



Better manage clinical data

By leveraging NextGen® Enterprise EHR and Instant Medical History (IMH) with NextGen Patient Engage, your practice can advance efforts to improve clinical data management. You can apply discrete health data directly into the SOAP template and create a PDF format to view or print. Forms can also be used during the pre-check process to assist in patient triage.

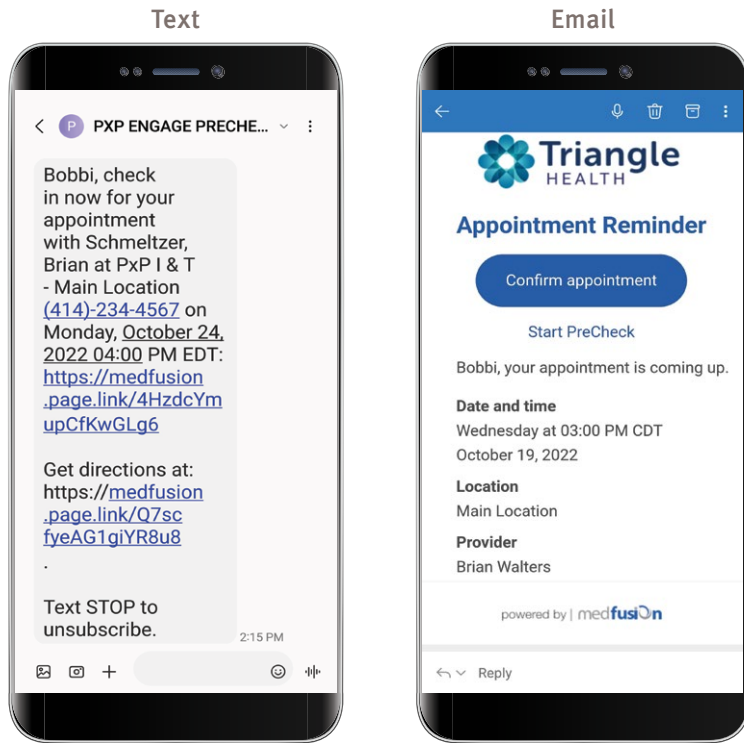
No rush to gather discrete health data

Patients don't have to urgently log in to a patient portal to provide their information. They can respond to a text/email message from the practice—no more recalling passwords and calling the practice for assistance. The patient submits intake information at a time that is convenient for them in the comfort of their home.

Your practice can streamline workflow with little face-to-face interaction between staff and patients. There's less room for errors because the staff no longer needs to figure out the patients' handwriting and type in the information.

Review Queue enables your practice to accept or reject demographics, insurance, and discrete health data in order to control modifications/updates made by the patient within NextGen PxP Portal and NextGen Patient Engage PreCheck. Clinical discrete data, via our integration with Instant Medical History (IMH) automatically populates the fields in the EHR which can be reviewed by the clinician. This technology helps practices with limited staff manage their time better.

What the patient sees



An instrumental component to your patient experience

NextGen Patient Engage ensures a user-friendly touchpoint at a critical stage of your patient engagement experience. An optional module of the NextGen Patient Experience Platform, this solution helps deliver seamless virtual care along with:

- NextGen® Patient Self-Scheduling
- Clinect Measure
- NextGen Pay powered by InstaMed
- Clinect Patient Reported Outcomes
- NextGen Virtual Visits™
- NextGen® Remote Patient Monitoring powered by Validic Impact
- NextGen® PXP Portal
- Instant Medical History (IMH)

Prerequisites

Please note that you need to be on NextGen® Enterprise version 6.2021 or higher for at least 60 days. For discrete clinical data, NextGen® Enterprise EHR and Instant Medical History (IMH) are required. NextGen Integration v2.6.0 or higher is required, along with NextGen Pay to collect copays and balances.

Features and benefits

Pre-check process

Convenient and seamless way to ensure accurate demographics, insurance, medical history, and other information, as well as obtain consent forms. This also furthers the convenience of virtual visits.

Curbside check-in

A safer patient arrival management tool for patients of pediatric, OB/GYN, and other practices during inclement weather and high-risk infection seasons.

Broadcast messaging

An alert system that reaches all patients or a subset of patients by text and email to inform them of changes in practice hours, emergencies, or other updates.

Payments

Through integration with NextGen® Pay powered by InstaMed, patients can know what they owe, and pay copays and outstanding balances before the appointment. This helps ensure faster, more efficient collections.

Patient communications before appointments

Send configurable text/email appointment reminders and confirmations easily to reduce no-shows and call volume. These messages (English or English/Spanish) come with linked directions to the practice.

BETTER STARTS HERE.

Contact us at **855-510-6398** or email **results@nextgen.com**.