

A Day in the Life with the NextGen Office® Closed Loop Patient & Practice Experience

Walk through an integrated approach to care, designed to support independent practices, providers, and patients.

Access

A prospective patient is looking online for a new primary care doctor after moving. They stumble across a practice with **strong online reviews** and a website that highlights their staff.

They can **self-schedule** their appointment with ease, without calling the office. However, they hoped to get an earlier appointment, so they join the **automated digital waitlist**. Then, before their appointment, the patient receives a **reminder via text**.

Meanwhile, at the practice, call volumes decrease thanks to **online scheduling** that frees staff to attend to more pressing matters.

NextGen Office partners with Doctible to offer patient engagement and reputation management services that support seamless patient access and intake.

Intake

Before their visit, the patient receives a **digital intake** form via HIPAA-compliant, secure delivery. The patient can accurately fill out their data on their own time, while their medications and information are accessible to them.

When they arrive for their appointment, the patient spends less time waiting, and their provider can review their intake information prior to the visit beginning.

Visit

As the provider enters the exam room, they begin a **NextGen® Office Ambient Assist** encounter on their tablet. The patient and provider can talk face-to-face while ambient listening documents the conversation.



As the visit ends, the provider stops the encounter and can quickly review and edit the **AI-generated SOAP note** within 20–30 seconds. The note is generated in real-time, allowing the provider to quickly review, finalize, and send the note off to the integrated EHR.

The visit audio and transcripts are never stored or saved to ensure patient privacy and data security.

The provider walks away with **less burnout** and simplified documentation, and the patient leaves with a positive experience and a personalized care plan.

NextGen Office is a cloud-based interface optimized for tablets. The EHR is accessible anytime, anywhere, and offers blueprints, custom forms, and templates that tailor workflows to your needs and specialty-specific care.

Care Coordination

For a patient who needs extra support managing chronic conditions or mental illness, **Care Management Support Services (CMSS)** expand care beyond practice walls. Depending on their needs, the patient is given the tools to follow their comprehensive care plan, with support ranging from remote patient monitoring devices to 24/7 care managers.

At the practice, the provider can continue delivering in-office care while keeping a pulse on CMSS patients. The provider stays informed of the patient's **real-time health status**, is alerted to any critical concerns, and can adjust care plans based on ongoing data and patient compliance.

NextGen Office Remote Patient Monitoring (RPM) does not require practices to house or ship any of their own RPM devices. Our network of care managers offers the support needed for successful RPM without the added overhead and staff required by other RPM solutions.

Health Management

The journey doesn't end when the patient leaves the office. The patient stays connected to their practice and engaged in their care via the **patient portal**, where they can view messages and lab results.

The patient can also pay their statements on their own time on a platform that **simplifies the payment process**.

On the back end, billing staff can leverage NexGen® Office Practice Management to **automate time-consuming and repetitive tasks**, such as claims processing and generating patient statements. They also gain better insight into claims that have been sitting in AR, coding errors, and denials.

NextGen® Pay powered by Instamed lets your practice manage, view, and collect payments all in one place. Benefit from full PM integration, real-time automated batching, and a single dashboard for unified payment transaction reporting.



The NextGen® Office Closed Loop Patient and Practice Experience is designed with your day in mind, supporting providers, patients, and practices as they achieve better care outcomes.

Talk to an expert today.

Partner with us at 877-523-2120 or ngosalesteam@nextgen.com

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