



Keep Your Calendar Full with Doctible for NextGen Office

Effective patient communication and online reputation management are vital for your practice's success. NextGen® Office partners with Doctible—a patient communication and retention solution provider—to help reinvent how you connect with your patients.

What services does Doctible provide?

Smart messaging

- Creates pre- and post-appointment custom messaging
- Automatically sends messages based on appointment type, procedure, operator, or provider
- Includes forms, custom content, and links in messages
- Customizes cadence and timing to meet the needs of the practice and patients

Reputation management with auto-response

- Allows patients to send direct feedback to the practice regarding its service
- Enables patients to give feedback, such as Google reviews
- Helps ensure patients are receiving quality service
- Increases your practice's web presence

Patient communicator

- Supports individual one-on-one text message conversations
- Offers mass texting to patients for alerts, such as unexpected office closures
- Allows text messages to be sent from the practice's landline

Appointment reminders (email and text)

- Provides sophisticated templates with customization options
- Covers gaps in current appointment reminder capabilities:
 - Guarantor texting: one reminder for patient and guarantor (a person who accepts responsibility to pay the patient's bill; for example, a child's parent or legal guardian)
 - 30-day, 1-day, and 1-hour appointment reminders
- Includes Google map for traffic alerts with 1-hour appointment reminders (premium offering)

Appointment voice reminders

- Leverages personalized voice messages:
 - If a patient has a cell phone and a landline, their cell phone will receive the voice reminder.
 - Patients who only have a landline will receive their voice reminder on their landline.
 - Voice reminders deliver the same personalized message to the patient's inbox if the call is answered by voicemail.
- Picks the best message cadence for your practice

Missed appointment reminders

- Automatically contacts no-show patients to reschedule appointments
- Decreases revenue loss from missed appointments
- Frees up staff time

Integration with your practice website

- World class, mobile-friendly design
- Social media integration
- Chatbot—automated website messenger:
 - 24/7 front desk for your website
 - Reduces the need for phone calls to the office
 - Assists with patient acquisition

Doctible Forms

- Digital forms reduce paperwork expenses, like storage and filing systems, with HIPAA-compliant digital intake
- Speed up the check-in process when patients fill out forms before their appointment
- Get faster and more accurate data entry

Doctible fills workflow gaps in NextGen Office and provides significant value to medical practices. Here are the top three reasons why practices love Doctible:



Saves time



Enhances online reputation



Reduces no-shows

“Doctible enables us to know what we are doing well, but more importantly, where we can improve. Knowing what we can do better allows us to deliver a higher level of care and service in real time.”

Terry Winston

Chief Operating Officer
Potomac Psychiatry

BETTER STARTS HERE.

Want to learn more about Doctible and NextGen Office? Visit doctible.com/nextgen or email doctiblesales@nextgen.com