OPHTHALMOLOGY

Your Practice. *Our Purpose.*

All the support ophthalmology needs.
All on one intelligent platform.

A system that understands, anticipates, and acts

Our AI-orchestrated solutions enhance every step of the patient and provider journey, driving smarter operations, stronger financial performance, better care experiences, and the agility to adapt—so you can focus on delivering better outcomes.

Learn more about our approach to responsible AI >

Real-time, conversational AI embedded directly in the workflow—coordinating tasks, preparing information, and guiding next actions without disruption.

5–10	↓57%	~2.5
more patients seen per day	*reduction in after-hours work*	*hours saved per provider per day*

Clinical Care

AI That Works Alongside You

The NextGen® Intelligent Agent is an always-on AI assistant that brings hands-free intelligence directly into the EHR. Using voice and text commands, it automates tasks, surfaces insights, and orchestrates workflows across scheduling, patient care, revenue cycle management, and patient engagement. Combined with NextGen® Clinical AI and AI Scribe for documentation and patient summaries, the results are reduced administrative burden, minimized burnout, and more time for clinicians to focus on care.

Learn more about Clinical AI >

> "NextGen Clinical AI virtually eliminated a need for a scribe at my practice."
>
> *Dr. Shannan Brown, OD*
> *Michiana Eye Center*

NextGen® Ophthalmic Suite delivers specialty-specific clinical content designed to streamline documentation, standardize workflows, and support efficient patient care. Fully integrated with NextGen Enterprise, Practice Management, and Optical Management, the suite provides comprehensive content for both ophthalmology and optometry, with regular updates to keep practices current.

Benefits

- **Comprehensive clinical content** for ophthalmology and optometry
- **Integrated workflows** across clinical, practice management, and optical management
- **Standardized documentation** to improve consistency and efficiency
- **Regular content updates** delivered through the NextGen Adaptive Content Engine

nextgen™ HEALTHCARE

Patient Experience

Connect Every Stage of the Care Journey

From first contact to lifelong care, our AI-powered platform maximizes efficiency at every stage of the care journey. Combining advanced AI with intelligent automation, a true NextGen® Closed Loop® Experience enhances outcomes and deepens relationships for both patients and providers.

Learn more about Patient Experience >

↓40%
reduction in no-shows

2x
faster referral loop closure

↓30%
fewer application-related issues

> "[With NextGen Patient Engage powered by Luma], our techs and staff have a chance to review the charts before the patient even arrives, so we have more time to spend focusing on the patient, not chasing down paperwork. And that allows us to actually see more patients throughout the day."
>
> *Allyssa Long, Business Analyst*
> *OMNI Eye Services*

The NextGen® Closed Loop® Patient & Practice Experience

Every interaction from access to outcomes is connected, measurable, and optimized.

Learn More >

NextGen® Navigator acts as an extension of your practice, never missing a patient call, handling the work end-to-end, and writing directly back to the EHR. Navigator brings contextual understanding to voice conversations for appointment needs, including rescheduling, confirmations, cancellations, or SMS routing—resolving up to 85% of access calls.

98 HOURS
98 hours saved on call center tasks within one month

85%
85% of calls processed by Navigator without human intervention

2-3 HOURS
2–3 hours saved per staff member each day on manual communications

nextgen HEALTHCARE

Financial Integrity

End-to-End Revenue Automation

From intelligent documentation processing, reducing denials before they happen, to an encompassing suite of revenue cycle services that max out reimbursements, our end-to-end practice management (PM) platform brings meaningful intelligence to every stage of operations.

Financial AI adds powerful new tools to your claims processing toolkit, while **NextGen® Revenue Cycle Management Services** can help you prevent denials, increase collections, and reduce days in A/R, enabling you to dedicate more practice resources where they are most needed for care delivery.

Learn more about PM > / **Learn more about RCM >**

45% *faster claim resolution*

30% *faster denial resolution*

UP TO **95%** *automated call resolution*

> "NextGen RCM Services are the backbone of our ability to capitalize on the care our providers deliver to patients. We now bill immediately. The RCM team helps us capture old A/R. We're seeing the dollars come in."
>
> *Matthew Pierre, Former Chief Executive Officer*
> *Loden Vision Centers*

Value-Based Care

Turn Patient Data Into Action

Close care gaps with AI prompting, track quality performance, and streamline reporting across value-based programs, including MIPS, without layering on manual work. NextGen® Population Health gives your care teams the visibility to act proactively through outreach, chronic condition management, and timely follow-up, all in the flow of care. The result is better outcomes—and teams that spend less time on reporting and more time with patients.

Learn more about Value-Based Care >

CLOUD-OPTIMIZED

Secure, Reliable, Always On

All the support in the world would mean nothing without a reliable and secure hosting architecture. Cloud infrastructure enables and boosts every solution with unfettered access and advanced AI capabilities.

- Ongoing management of servers, backups, updates, and system security
- Proactive, 24/7 monitoring
- Data encryption
- Automated daily backups
- Alerts and system updates
- Direct call access to hosting engineers

Learn more about NextGen® Cloud >

"As we've expanded, we've integrated each practice onto the NextGen Healthcare platform. We are using these integrated solutions as they were intended, reducing the need for ancillary tools. This includes payment processing and appointment scheduling—functionality that is in line with our patient-centric focus. NextGen Healthcare offers all the technology tools we need in one place."

Sara Rapuano, Senior Vice President
Eye Health America

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Connectivity

Interoperability Without Constraints

We help organizations exchange information securely across any system, at any scale. Mirth® by NextGen Healthcare, trusted by thousands of healthcare organizations worldwide, is the industry's go-to integration engine for routing, transforming, and normalizing data across disparate systems. Flexible APIs extend that connectivity with on-demand data access and third-party integrations, while NextGen® Share enables secure patient information exchange across networks—together eliminating data silos and supporting more coordinated, informed care.

Learn more about Connectivity >

Decision Intelligence

Insights to Capitalize on It All

With the NextGen Enterprise platform, every part of the care journey is covered. NextGen® Insights makes sure that all of that meaningful progress is capitalized on by supplying you with advanced, AI-driven insights, based on your own clinical, financial, and operational data.

Learn more about NextGen Insights >

NEXTGEN® INSIGHTS

Clinical, operational, and financial dashboards to prioritize work and improve outcomes.

Clinical Analytics

Deliver smarter, more personalized care powered by timely insights that illuminate patient trends and care opportunities.

Operational Analytics

Empower every provider and workflow to operate at peak efficiency so care delivery runs smoother, schedules stay full, and patients stay engaged.

Financial Analytics

Turn insight into financial strength by accelerating cash flow, reducing denials, and capturing more of the revenue you earn.

"The channels and features within Mirth Connect allow you to build integrations quickly. If I'm asked on Monday to integrate a new system into the hospital network, it will be installed and ready for testing in a week."

Óscar González
Software Analyst
Bahía Software

"In a meeting, someone might ask a question about a trend or change in the business. Instead of leaving the meeting with more questions, we can open NextGen Insights, drill into the data, and quickly understand what's driving it. It doesn't identify a fire that you have to put out after you leave the meeting—it's a fire that's extinguished during the meeting."

Joey Martinez
Chief Information Officer
Vistar Eye Center

Talk to an expert today.

Partner with us at 855-510-6398 or results@nextgen.com

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