

# NextGen® Smart Waitlist Powered by Luma

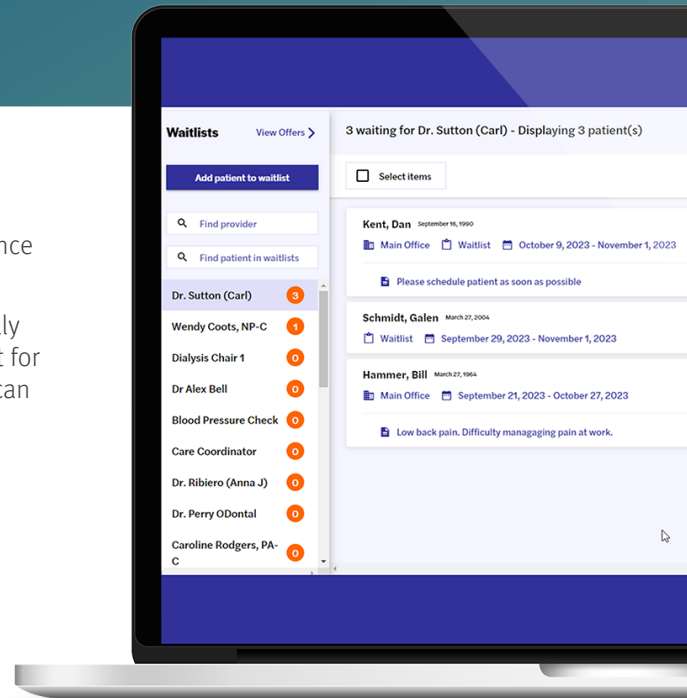
Consistently filled schedules are crucial to efficient operations and a reliable revenue cycle. Unfortunately, cancellations are a very real and regular occurrence for practices, and can drastically impact operational efficiency.

NextGen Smart Waitlist powered by Luma provides consistency by automatically offering newly open times to patients who have signed up to be on the waitlist for an earlier time. This keeps schedules full and patients satisfied knowing they can secure a preferred appointment time.

## A fully automated solution for full schedules

Smart Waitlist is designed to respond to cancellations by automatically offering the opened appointment to a patient who has signed up for the waitlist. It helps simultaneously prioritize timely care and operational efficiency without additional burden on your staff.

This solution is powered by full automation that is integrated with your appointment workflow, allowing you to effortlessly fill open times caused by cancellations. This reduction in gaps increases the reliability of your daily schedule and the performance of your revenue cycle.



## Smart Waitlist opportunities in action



José, 54 | Store Manager

Scheduling a routine annual appointment with his Cardiologist.

1 Patient is reminded of their appointment

2 Patient cancels the appointment via text and is offered the option to reschedule

3 Appointment confirmation is sent and patient is offered a waitlist opportunity

Hi José, you have an appointment on July 26th at 2:30 PM with Dr. Andre, Respond YES to confirm or NO to cancel.

No.

José, your appointment is cancelled. Click here to book a new time: <http://hayesvalley.schedule>

Yes.

Thank you for scheduling with Dr. Andre on August 15 at 8:00 AM. Need a sooner time? Respond YES to be notified when a new slot is available.

Automated waitlists help practices fill 30-45% of appointments, on average.

### Benefits of Smart Waitlist

- Openings offered to patients with automated follow-up
- Appointments filled in real-time without staff input
- Patients receive care sooner
- More appointment times filled
- Full integration with NextGen® Enterprise PM

A successful practice depends on fulfilled appointments. Smart Waitlist ensures that patients are seen and practice schedules are filled through the power of full automation. The convenience of this automated solution allows you to enjoy all the benefits of an efficient waitlisting system without generating more work for your staff.



**BETTER STARTS HERE.**

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