

Professional Services from NextGen Healthcare

Maximize the value of your investment in health IT

When it comes to professional services, our goal is simple: We want you to see NextGen Healthcare as a *trusted advisor*.

Our message to you is also simple: We can help you run your medical practice more effectively. You'll find a full range of services to ensure successful onboarding and ongoing use of our solutions.

Our project managers, consultants, trainers, and technical personnel have many years of experience in the implementation and use of the NextGen Healthcare solutions. We advocate for **best practices** that will lead to successful outcomes—but we also aim to be **flexible** to meet your practice's unique needs. **Our staff is committed to your success.**

You'll benefit from a **streamlined methodology with clear guidance**, full support during go live, and post-implementation follow-up. We'll help you fully leverage NextGen Healthcare solutions to maximize the value of your investment in us—a true win-win.

Client Onboarding

The first step to bring your practice onboard the NextGen® Enterprise platform is to **learn about you**. Our experienced implementation consultants will ask questions of your key stakeholders to better understand your practice. This helps ensure your system will be configured as accurately as possible and workflow will be optimal upon go live.

Next, we configure your system, guided by your feedback. The Client Onboarding team takes full responsibility for this phase. We follow an established process to foster mutual cooperation, test components of the system, and obtain your approval. The result: a **complete database environment** tailored to your practice.

Once your practice takes hold of the database environment, NextGen Healthcare provides training (see eLearning and Training). During this time, the Client Onboarding team will continue to work with you—testing parameters such as claims processing, data conversions, and interface functionality—to ensure your system runs smoothly.

eLearning and Training

We use a blend of interactive **eLearning** courses and **trainer-led sessions**—all tailored to specific roles within your organization. Through this training, your clinical and office staff learn new skills and you're able to measure their achievement.

eLearning is used to teach topics learned through repetition. Trainers teach your staff more complex topics—when interaction with an instructor offers the greatest benefit.

Organized according to the end user's role, course content guides your staff through the implementation process. eLearning frees your staff to undertake **training anywhere, anytime**—using a desktop computer or mobile device. A mobile app supports just-in-time learning—essential for busy clinicians who often need training as they use the system.

Your staff will also benefit from hands-on practice exercises and access to a **training database**. Once an e-learning module is complete, staff can attend a **trainer-led touchpoint session** to ask questions and ensure accurate understanding.

Data Services

This team uses proprietary tools to move data from other clinical or practice management platforms to NextGen Enterprise. If your practice is new to NextGen Healthcare, this service may be part of your **onboarding** to our platform. The Data Services team can also help you if your medical practice **acquires other practices** and needs to migrate newly obtained data to your NextGen Enterprise database.

When you contract for this service, you'll be assigned a support professional with expertise in **data conversions**. Take advantage of this service to avoid the need for your staff to re-key legacy data or information collected from patient charts into the EHR.

Connected Health Services

The Connected Health Services team are your **data exchange experts**—they'll help you locate specified data within your NextGen Healthcare database, pack it up for you, and send it to other healthcare entities—and also enable you to receive data.

This team designs and implements interfaces so you can exchange data in **real time with any third-party system**, using standard protocols. Data exchange may encompass orders, referrals, insurance information, labs, radiology findings, demographic records, care documents—any kind of relevant clinical or financial information.

Technology Consulting Services

If your practice needs templates, utilities, or applications developed to solve specific problems, reach out to the Technology Consulting team. This group provides custom development services with a range of offerings:

- **Custom services** such as database and application development, EHR template development, and more
- **Utilities** to support a range of functionality in NextGen® Enterprise EHR and PM

NextGen HealthCheck

Is your practice getting the full value from NextGen Enterprise EHR and PM? To find out, we'll run a complimentary NextGen® HealthCheck at your request.

In this service, a proprietary NextGen solution analyzes your database environment and assesses the extent to which your practice is leveraging NextGen Enterprise features available to you.

Your account manager will share the NextGen HealthCheck report, based on your performance on a variety of parameters. We will then discuss findings and make recommendations on how you can administer your practice more effectively—simply by making better use of **tools you already have**. No additional purchase is required to take advantage of NextGen HealthCheck.

Practice Assessment

NextGen® Professional Consulting Services provides a thorough, consultative review of your use of your solutions. Its purpose is to audit your use of the platform, identify opportunities for quick improvement, prioritize future improvements, and assess the need for additional solutions to support your practice.

Preparation for the practice assessment includes a thorough review of your practice's implementation of NextGen Enterprise, incorporating a **database assessment** and **financial analytics**. A consultant from the NextGen Professional Consulting Services team will interview key stakeholders, observe how your staff uses our solutions, and review your database.

Next, you'll receive a **practice improvement plan**—a roadmap for moving forward with optimization of your system. Your account manager will work with you to achieve your practice goals.

System Review

NextGen Professional Consulting Services will perform a deep dive into the infrastructure underlying your NextGen Healthcare solutions. We'll **optimize server and storage performance for maximum application productivity**. Services are provided by team members skilled in Microsoft, VMware, Citrix, and other major technologies. Your staff will benefit from a **thorough knowledge exchange** with our subject matter experts on best practices and performance remediation.

We're here for you

The Professional Services team at NextGen Healthcare offers expertise to support effective and efficient use of health IT at your practice. Let us help you make the most of your NextGen solutions to empower higher quality care and better financial outcomes.

BETTER STARTS HERE.

If you already use NextGen Healthcare solutions and would like to contact Professional Services, please reach out to your account manager. For more information on our products and solutions, **contact us at 855-510-6398** or **results@nextgen.com**.

¹ Prosci Change Management Methodology, <https://www.prosci.com/resources/articles/change-management-methodology#adkar>