

The Patient Who Felt Seen

Creating a seamless path to care through digital access and personalized patient engagement



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Community Health Centers serve an important role in supporting and strengthening care outcomes in their communities.

But what if that care never has a chance to be delivered?

Roadblocks to scheduling, person-centered visits, insurance eligibility, payments, and more, can stop care before it even starts.

Discover how the right tools support person-centered care, breaking down barriers to support patients, providers, and staff in building stronger communities.

The Road to Getting in the Door



THE PROBLEM

Disruption as a roadblock

The Patient

- **Taking the first step:** Ongoing shortness of breath, fatigue, and headaches signal it's time to seek care, but worries about payments leave patients reluctant to seek care.
- **A closed door:** Long appointment wait-lists, insurance complications, and extensive paperwork create barriers that keep the door to help closed.
- **The day-to-day struggle:** Without support, disruptive symptoms remain and can negatively affect all aspects of a person's life.

The Practice

- **Care that's out of reach:** Busy phone lines, leaving patients on hold, and no readily available appointments leave the care that could be provided to your community feel out of reach.
- **Trying to sift through disruption:** Piles of paperwork, non-stop phone calls, and a line of patients waiting to be checked in create an unmanageable administrative load.
- **Broken workflows burden care:** When the goal is to serve those in need, high patient volumes and broken workflows impede the delivery of quality care and weaken organizational performance.

THE SOLUTION

Paving the path to access

The Patient



- **There when you need it:** A quick internet search leads to a community health center with strong reviews, easy online scheduling, and the peace of mind that there's a place that can help.
- **A wide-open front door:** NextGen® Self-Scheduling and Waitlist powered by Luma offer easy scheduling on one's own time, and the opportunity to get in the door sooner.
- **Light at the end of the tunnel** NextGen® Patient Engage powered by Luma supports appointment reminders and remote self-check-in via text and prompts easy-to-complete digital intake forms within NextGen® PxP Portal.

The Practice



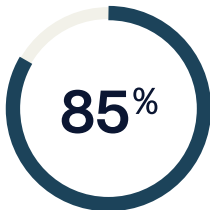
- **There when they need you:** Online reputation management, backend scheduling, and intake automations through NextGen(R) Social Front Door powered by Luma, allow the health center to confidently open the door to their community.
- **Eliminate the friction:** Patient scheduling, waitlist automations, and NextGen® Navigator powered by Luma cut down on manually processed calls, leaving staff with more time for in-office patients.
- **Preparing for personalized care:** With digital intake, history, medications, and labs can be reviewed in advance, ensuring the most personalized care possible.

“We’ve really been able to integrate [NextGen Patient Engage powered by] Luma from the very beginning to the very end of everything that we do.”

Rachel Contreras, Corporate Director of Operations
Valle del Sol, Inc.



reduction in
no-shows with
NextGen Patient
Engage powered
by Luma



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

2-3
HOURS

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

Connecting to Care



THE PROBLEM

Face-to-face with burdens

The Patient

- **A disappointing disconnect:** During the first visit, the patient wants to connect with the provider, share symptoms, and get on the path to treatment, but the provider barely looks up from the computer, leaving the patient feeling unheard.
- **Still unseen:** Despite physically getting in the door, emotionally, the patient feels unseen and remains without an actionable care plan.
- **Now what?** After feeling disconnected to the health center and provider, they wonder if it is even worth it to go to the follow-up visit.

The Practice

- **Losing the balance:** With high patient volumes and important details to note, provider focus during the visit shifts to the EHR, not the patient.
- **A job that never ends:** Bringing notes home, missing out on family life, and what feels like endless charting takes an emotional toll, causing burnout.
- **What's next?** Burnout leaves the provider wondering how, and if, they can continue showing up for patients.

THE SOLUTION

Face-to-face with care

The Patient



- **Finding connection:** Sitting down with a provider, connecting face-to-face, and feeling their presence during the visit allows the patient to open up and share their symptoms.
- **Truly seen:** Active engagement, personalized conversation, and a space where their concerns and needs are respected are the first steps to establishing a care plan that will fit with their life.
- **The next steps:** Having been made to feel seen by their provider, and equipped with a clear post-visit plan within the patient portal, the patient can easily adhere to their care plans.

The Practice



- **Finding the balance:** Being present for the patient, not the paperwork, should be normal. Let AI document in the background, capturing what providers need without hindering the human element of care.
- **Lifting the burden:** Step away from the keyboard and back in front of patients with [NextGen® Clinical AI](#) and AI Scribe. End after-hours charting and eliminate the documentation burden.
- **A newfound confidence:** The ability to connect with patients, without the burden of notetaking and after-hours charting, reinvigorates the provider's passion for medicine. Now, they practice and show up for their patients with confidence.

“Mobile AI is honestly seamless. It gets the provider out from behind the computer and back in front of the patient to be able to have that connection to the patient again. From what I have seen, the patients are loving it.”

*Amie Flannery, Practice Management System Administrator
Preferred Family Healthcare*

**2.5
HOURS**

~2.5 hours back
per provider per
day with NextGen
Clinical AI



57% reduction
in after-hours
charting

**5-10
INCREASE**

5-10 more
patients seen per
provider per day

The Road Forward



THE PROBLEM

Veering off track

The Patient

- **Gaps in care:** Continued scheduling inconveniences and struggles with ordering prescriptions hinder ongoing care plan adherence.
- **Payments that pile up:** Insurance confusion and complicated payment options leave the patient putting off bills.
- **One step forward, two steps back:** Lack of communication with the practice and minimal follow-up cause the patient to stray from the care guidelines and lifestyle changes that would support progress.

The Practice

- **Availability roadblocks:** Patient volume, open charts, and continued demand restrict time for individual patient follow-up.
- **Slowing the revenue cycle:** Lack of coverage detection, claim monitoring, and patient-friendly payment options leave staff overwhelmed with manual processes as cash flow slows.
- **The ongoing weight:** Uncertainty around patients' continued symptoms and worries that they are missing the tools they need contribute to provider burnout and fatigue.

THE SOLUTION

Mapping progress

The Patient



- **Support at your fingertips:** A patient portal for secure communication, prescription refills, and follow-up scheduling keeps the patient on track—just a click away from support.
- **Payments you can plan for:** NextGen® Patient Pay powered by InstaMed offers convenient online payment options and payment plans that allow the patient to easily pay on their own time.
- **One foot in front of the other:** With a follow-up visit scheduled and ongoing care management resources, the patient is motivated to stay committed to their care plan.

The Practice



- **Continue to be there:** Personalized and proactive virtual care coordination through CareHarmony gives the provider insights into patients’ progress and impact of delivered care.
- **Insights that pay:** An automated rules engine and staff augmentation through NextGen® RCM Services helps catch errors, minimize days in A/R, and expedite charge processing and claim resolutions.
- **Practice confidently:** Charts complete, clients supported, staff burdens lifted. Thanks to integrated patient engagement, AI documentation, and billing solutions, the provider can practice confidently.

“We utilize technology to simplify our workflow by creating automatic fixes within the NextGen Charge Review Rules Engine and making sure that we have all of our in-line edits in place to address important factors that affect post-charges processing. This enables us to create a much smoother system. Issues get taken care of automatically rather than manually.”

Vanessa Ayala, Specialty Billing Supervisor
OMNI Family Health

With NextGen® Charge Review Rules Engine:



< 1% claims rejection rate

When providers, staff, and patients have access to the right tools, care is not just delivered—it makes a real difference.

When patients feel seen, heard, and understood, they feel a connection that leaves them more likely to stay engaged and invested in their care journey.

Integrated, automated, and user-friendly solutions empower your teams to deliver the experience your clients need and deserve.

See what the right tools can do for your community. **Connect with us today.**



Talk to an expert today.

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

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