



NEXTGEN[®] OFFICE

Closed Loop[™] Patient & Practice Experience

A seamless experience for
patients, providers, and staff



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Introduction

Small practices provide high-quality, personalized care to their patients. Thus, they deserve the same level of tailored support, technology, and partnership when it comes to their EHR. NextGen Healthcare brings together the totality of tools to meet the needs of every practice, while ensuring we deliver the attention-to-detail and individualized service that small practices deserve.

The NextGen® Office Closed Loop™ Patient & Practice Experience provides large practice tech capabilities and support to a platform designed for small practices. This integrated approach fills gaps from the beginning of the care journey and provides ongoing support as you guide patients towards better outcomes.

In this e-book, you will discover how the **NextGen Office Closed Loop Experience** can aid your practice by delivering the complete solution of tools for driving small practice success.

THE IMPORTANCE OF INTEGRATION

With tools that fit together from one step of the patient journey to the next, you can ensure greater satisfaction for patients and practices. The NextGen Office Closed Loop Experience helps deliver the best care to every patient, every time.

A single platform of solutions for patient engagement, payment collections, and chronic care management eliminates the need to juggle multiple vendors. Instead, enjoy the benefits of one integrated EHR with streamlined support.

The NextGen Office Closed Loop Experience is designed to benefit patients, providers, and practice staff. Patient benefits include:

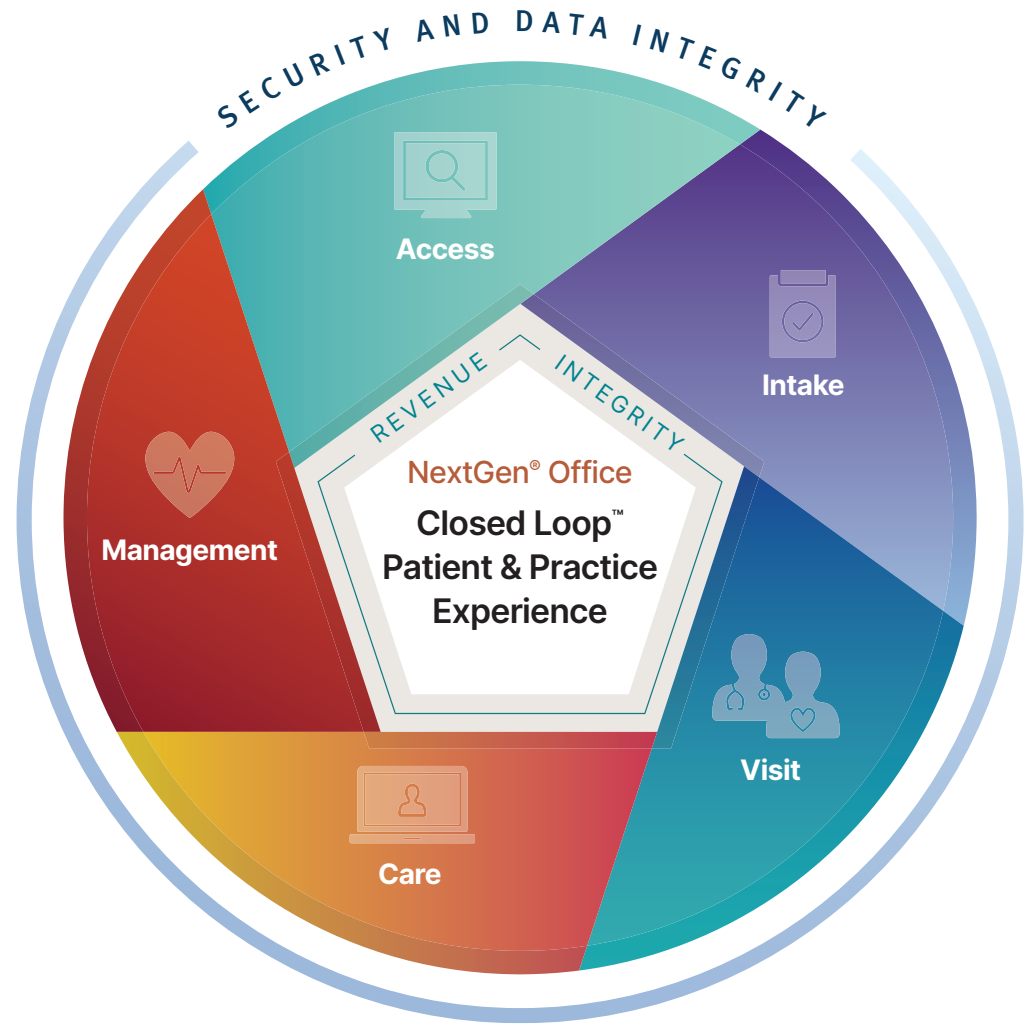
- Simplified access to their practice
- Improved connections and relationships with their providers
- Increased engagement in their healthcare
- Better overall care outcomes



Simultaneously, the Closed Loop Experience helps practices:

- Improve workflows to drive efficiency
- Alleviate tedious manual workflows
- Minimize provider burnout
- Implement automation to save time and costs

See how these solutions within each step of the Closed Loop Experience improve efficiency, drive consistent revenue, and automate daily workflows.



INVITE PATIENTS IN

Care begins before patients even enter your practice. Finding the best ways to draw patients into your office is essential for keeping your schedule full and your practice thriving.

As a small practice, implementing tools that automatically boost access to your practice is an important first step towards overall success.

Reputation management

Elevating your practice's online appearance, service reputation, and engagement platform helps bring more patients through your door.

A desktop and mobile-friendly website helps patients learn more about your practice. When you fill your website with custom content about you, your team, and your approach to care, you draw patients in. You can also optimize your site for search engines, helping drive more organic traffic to your page.

In addition, generating review requests and automatically responding to and monitoring reviews will help boost your practice as others share positive experiences with you and your team.

Self-scheduling

Easy ways to schedule appointments lead to more booked appointments. When patients can make an appointment on their own time, without having to pick up the phone and call during business hours, they easily take control of their own care.

Allow patients a platform where they can book an appointment anywhere and at any time. Whether it is within a patient portal, your website, or via a link, the key is to ensure that patients can schedule appointments via their mobile device.

80%

OF PATIENTS

prefer a physician who offers online scheduling, across both primary care and specialist physicians.¹

Appointment reminders & waitlists

Even once a patient has a booked an appointment, continue the engagement. Automated appointment reminders that can be sent directly to a patient via text or email help ensure follow-through and continued engagement.

In some cases, patients may have a scheduled appointment but would still prefer an earlier date or time. Automated waitlists allow patients to sign up to be notified of earlier appointment dates, and they can easily accept a new time straight from the notification. This boosts patient access while also minimizing unfilled appointment times for your practice.

NextGen Healthcare partners with Doctible to help package tools that support each of these areas. This collaboration ensures you curate solutions that best fit your practice's needs.

PATIENT INTAKE

STREAMLINE THE FIRST STEP

Continuing to pave an easy path into your office is ideal as patients begin the intake process.

A streamlined intake process takes a digital approach, helping patients spend less time in waiting rooms filling out complex forms while simultaneously minimizing workloads for practice staff.

Digital intake forms

Digital forms can be sent to patients prior to their appointment, giving them the chance to begin, or fully, complete their forms prior to arriving at the office. From the comfort of their home, they have access to medication and other health information that will help them complete their forms more accurately. Patients can also upload relevant documents along with their information. HIPAA-compliant delivery and storage ensures that this information stays protected during the digital intake process.

On the back end, digital forms integrate more seamlessly into the EHR, alleviating staff from manually scanning and entering every form into the EHR. Again, this boosts intake accuracy by minimizing errors from manual uploads.





Eligibility verification

You can also support your back-end staff during patient intake through real time eligibility verification. This electronic connection helps verify patient coverage before the appointment so it can be added to their chart.

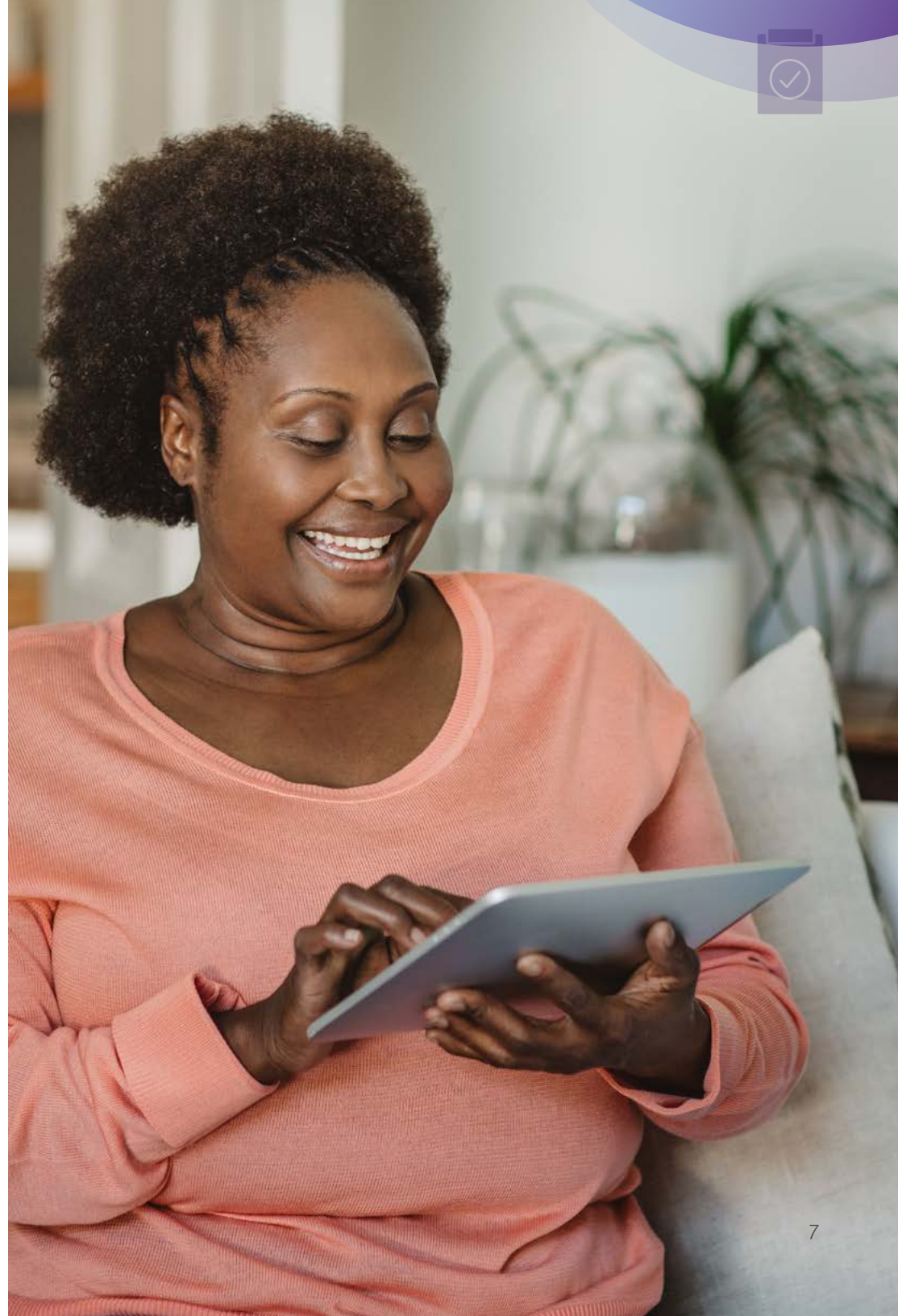
This creates an accurate verification process for both appointments and referrals.

Secure messaging & broadcasts

As patients prepare for their appointment, keep the conversation going and make sure they stay informed. Features of secure messaging includes:

- Two-way HIPAA-compliant texting
- Functionality to send images between patients and practices
- Flagging for important messages
- Templates and patient grouping

Similarly, broadcast messages help practices send mass updates as needed, such as in the case of an unexpected office closure or physician absence. Staff can send one message to all affected patients instead of making individual calls. Patients not only stay informed, but are also prompted to reschedule their visit when needed.





Automated messaging

Optimize and automate patient communication

Patient & Practice communications bridge an important channel for patients and staff to stay connected. Secure text messaging offers an easier way for patients to chat with staff and exchange information. These messages between the practice and the patient give patients the freedom to provide information on their own time.

Automating this process is a game-changer for independent practices. Tailored messaging templates, image messaging, and appointment-based messaging not only improve the patient experience but also lessen the burden on the practice to facilitate patient communication.

Create templates for tailored messages

Every patient deserves unique messaging that makes them feel as if they are truly being seen in their care journey. However, creating those unique messages can be time-consuming. With custom templates, you can create messages for every occasion that can be tailored to the individual client, drastically reducing the amount of input from the practice.

Compliant image messaging

Send and receive images from patients and save them to their chat history while staying HIPAA compliant. Image messaging can both save and prompt office visits for patients.

Appointment-based messaging

Easily send personalized messages to patient groups based on appointment types, current patient lists, or an uploaded list of phone numbers. These communications greatly expand the number of patients a practice can communicate with.

Reduce missed appointments to keep your schedule full

Save your schedule flow by easing the burden of late arrivals and missed appointments. Sync contacts from your EHR, set messaging intervals, and automate appointment reminders.

Easy confirmations

Let patients confirm appointments without a single phone call from your front desk. You'll get notification alerts when patients confirm their next appointment.

Customize text reminders

Send automatic reminders for visits from a recognizable custom number, not a short code.

Personalize your greeting tags and tailor messages based on appointment types.

VISIT

HEALTHIER COMMUNITIES AND STRONGER PRACTICES

The effect of the visit on patients and providers

Patient visits not only make up a significant portion of the entire patient care journey, but their success can also impact the overall effectiveness of the rest of the patient experience.

Because of this, it is crucial that practices receive the support they need to optimize visits and take the patient experience to the next level. When both the patient and provider experience are elevated in this way, health outcomes are improved and given long-term stability, leading to healthier communities and stronger practices.

The Closed Loop Experience approaches this by improving the environment in which care is delivered and allowing providers to allocate much more of their focus toward patients.





NextGen Office Ambient Assist

Meet your new AI ally

Artificial intelligence(AI) has finally made it's way to healthcare and NextGen Office is bringing that cutting edge technology to your workflows with NextGen Office Ambient Assist.

When providers use NextGen Office Ambient Assist, integrated ambient listening technology securely converts the spoken, natural patient-provider conversation into a structured SOAP note that can be reviewed and edited by providers and automatically integrated into the patient's chart in NextGen Office.

Level up from ordinary documentation

With Ambient Assist at their side, providers can shift from documenting SOAP notes to reviewing and verifying encounter details, ensuring they are focused on the patient and their specific health needs.

Time spent after visit to complete a note will never be the same

With Ambient Assist, the SOAP note is generated dynamically and can be reviewed within seconds after completion of the visit versus other solutions that require additional steps that can consume valuable time.

The screenshot displays the NextGen Office EHR interface for a patient named Katie Griffin at NGO Family Practice. The patient's ID is #HF335482237, and the provider is Baker, Kelly, with a date of 07/21/1960. The interface includes tabs for Chart, Tasks & Messages, Administrative, Allergies, Encounters, and Flow Sheets. The main content area shows the patient's Chief Complaint, Medication History, Allergies, and Review of Systems. An Ambient Assist overlay is visible, showing a Transcript and Notes section. The Transcript section contains the following text:

Chief Complaint
Sinus congestion, facial pain, and persistent headaches with occasional Sinus Congestion and Discomfort
Reports sinus congestion with facial pain and pressure around the nose and forehead. Experiences persistent headaches and a slight fever recurring intermittently. Noted loss of sense of smell and taste, along with post-nasal drip and sore throat. Nasal discharge is thick, yellowish, with a little bit of green. Over-the-counter saline spray and ibuprofen have been used but provided minimal relief.

Medication History
Over-the-counter saline spray and ibuprofen.

Physical Exam

The Notes section is currently empty. Below the Transcript and Notes sections, there are buttons for 'Retry', 'Save Notes to EHR', and 'Feedback'. A green message states 'Notes are saved successfully.' A disclaimer at the bottom reads: 'Disclaimer: Audio data is not retained or stored for future use. A transcript of this session is used to generate the SOAP note and will be deleted.'

Date	Medication
02/24/2025	Wellbutrin XL 300 mg 24 hr tablet, extended release
01/15/2025	lisinopril 10 mg tablet
04/14/2023	metformin 500 mg tablet
02/16/2022	atorvastatin 20 mg tablet

Allergen	Severity	Adverse
Peanut	Mild	Rash



Tailor your workflows

Blueprints

Blueprints are saved templates for repetitive encounters or portions of the encounters that users can import to save time and increase documentation efficiency. Blueprints ensure that documentation for routine care is as convenient as possible

Custom forms

No matter what type of care your practice provides, it is unique to your practice, and so is the way you document that care. With NextGen Office, you can create custom-templated forms for use in the EHR. These custom forms allow you to quickly retrieve the exact form you need for documentation to complete charting efficiently.

Document templates

Providers aren't the only ones who need specific forms at the ready. NextGen Office provides document templates for common forms that need to be auto-filled with specific patient information. Document templates can be used for Excuse Letters, Referral Letters, etc. This will save users time from having to manually input patient data into common documents used within the practice.



Specialty-specific workflows and speech-to-text capabilities allow you to drastically reduce time spent on clerical work and documentation. Capture patient data efficiently and accurately, while staying compliant with regulatory requirements.



Features

- Works with natural, conversational speaking styles
- 100% technology-based and does not require the use of additional personnel, software, or equipment
- Fully automated note-taking and chart integration, no additional copying and pasting required
- SOAP note is typically generated in 20 to 30 seconds after completing the patient visit
- Audio and transcripts are never stored or saved to ensure privacy and security
- AI does not infer medical conditions, make medical judgements, or suggest a medical plan

Benefits

- Seamlessly integrated as notes are generated directly within the documentation workflow
- Saves providers up to 2 hours of documentation time per day
- Eases burnout and gets providers back to doing what they love, faster
- Frees providers to focus on their patient relationships

“ I love patient care. I'll never want to stop doing that. But the medical record documentation stuff really hinders you from enjoying that. And I'm glad that Ambient Assist is here now, and it's so feasible. This is just very seamless, and that's why I love it. ”

Dr. Randy Naidoo, MD
Shine Pediatrics & Wellness Center



Virtual visits

The power of virtual visits integrated with NextGen Office supports a smooth user experience tailored to your workflow. As a result, you can easily connect with your patients on any supported device while providing a consistent experience, whether they see you in the office or via video.

Balancing in-person and virtual care

Virtual visits allow practices to properly analyze the needs of their patients and allocate their resources accordingly to maximize their care delivery. Just as no patient's needs are identical, the method of caring for those needs is unique.

Some visits don't need to be addressed in the office, and virtual visits are a perfect way of providing care for those patients, without losing the personal touch that comes with face-to-face interactions.

Additionally, this frees up in-office time and resources that can be used to see patients with more in-person needs.

E-prescribing

NextGen Office allows physicians to manage patient medication directly within the EHR on desktop, tablet, and mobile devices through browser viewing. This includes items such as approvals for refills and renewals from the pharmacy. These tasks are separated from other clinical tasks, allowing providers to have more intuitive access to this aspect of their workflow.



SUPPORTING THE ENTIRE PATIENT JOURNEY

Post-care coordination

A successful care journey must be extended beyond the initial visit and enable the patient to remain engaged with their care long-term. This means practices must remain engaged with patients in more ways than just scheduling visits and following up traditionally.

The Closed Loop Experience enables this care coordination with a three-pronged approach:

- Communication and follow-up automation
- Streamlined patient payment systems and material delivery
- Reducing the burden of staff, freeing them to better facilitate care

These three directions improve the ability of provider, patient, and staff to effectively coordinate the patient care journey, thus improving the patient's care outcomes during this time.





Greenwood Clinic

Absolutely love this clinic.



Mountain View Medical Center

My healthcare provider truly listens and cares.



Remaining connected

To deliver ongoing care, patients and providers must have modes to remain engaged with one another. Specifically for patients, having resources and tools that allow them to play a more active role in their care is essential. The Closed Loop Experience accomplishes this by helping practices effectively disperse education materials and automatically gather feedback from patients through surveys.

Not only does this give patients the opportunity to be reminded of the excellent care you've given them, but it also increases your visibility with a larger online presence when these surveys convert into a robust source of reviews.

Further education

Online resources bolster patient accessibility to their provider. Continuous access to online educational resources gives patients a platform to be more involved in their care.

Consistent feedback

Easily collect online patient reviews with automatic feedback prompts via text after appointments. Save time by letting patients share reviews on Google and Facebook with just a few clicks. Monitor patient satisfaction metrics to identify trends and take corrective action.

Allowing patients to send direct feedback to the practice after their visit helps you improve care delivery. By monitoring your practice's online reputation and feedback channels, you take active strides towards ensuring patients are continuously receiving quality care.

Chronic Care Management

Chronic Care Management (CCM) helps to improve the health outcomes of patients with 2 or more chronic conditions by establishing 'between-visit care' with a personalized Care Manager. Automated custom care plans focus on patient health and wellness while increasing patient care compliance. Licensed nurses ensure that we are working as an extension of your office.

Approximately 85% of adults in the United States are diagnosed with at least one chronic illness.

For CCM services, a Care Manager is available 24/7 for patients or caregivers to ask real-time questions and prevent potential exacerbation of conditions without having to call 911. In patient satisfaction surveys, 70% of respondents attest to having CCM services be a positive influence in their care. This number jumps to 90% patient satisfaction with practices that collaborate with a vendor partner for services.

Email patients with campaigns to keep them engaged

Stay in touch with medical practice email automation. Send notifications about office announcements, special discounts, closures, and more.

Conveniently schedule emails for patients using your choice of marketing templates or custom campaigns. Track their performance using analytics and review them to maximize practice performance.

Continually optimize engagement

Track and revise patient email marketing strategies with every campaign you send.

Easy patient outreach

Customize HIPAA-compliant, branded healthcare email marketing templates that keep patients engaged.

Build patient loyalty

Schedule and send email campaigns to communicate practice information and build patient loyalty with email campaigns to targeted groups.



EXTENDING CARE BEYOND THE PRACTICE

Ongoing care management

Care management consists of the platforms and systems that ensure quality care continues to be delivered. Ongoing care management improves health outcomes and prevents unnecessary lapses in care. By establishing a stronger, longer-lasting patient-provider relationship, care management plays a key role in creating better long-term health outcomes.

Patient Portal

The patient portal is a cornerstone of any patient satisfaction strategy. Thus, it needs to provide all the ways patients need to participate in their care and communicate with your practice. Maintain contact with patients through direct messaging to keep them up to date with appointments and test results.

Remote patient monitoring

Instead of constant follow-ups and appointments for routine monitoring, remote patient monitoring (RPM) allows providers to stay informed of their patients' real-time health status via remote monitoring technology and tools. RPM is both efficient and effective, as patients' conditions can be observed and treated before they escalate.

Over time, this helps minimize hospital visits, which is financially advantageous for both patients and providers. RPM also allows for the continuity of care. Patients can be constantly monitored, which is especially beneficial to those with chronic illness or those who struggle to attend regular in-person appointments.

Device connectivity

Remote patient monitoring programs provide patients with the devices and tools they need to practice care remotely. RPM can be customized to the needs of the patient, helping them integrate their devices in a way that optimizes their care. Patients are taught to independently utilize their devices so they can achieve the best outcomes.

Resources remain the largest roadblock that practices face in providing RPM to patients. NextGen Remote Patient Monitoring eliminates this barrier by giving practices the devices and support they need to deliver this care, without any of the additional staff required by other RPM solutions.

The combination of connectedness, engagement, and device implementation helps patients locally prioritize their care.



NextGen Office Billing

Billing services, through NextGen Office PM, automate time-consuming, repetitive tasks such as claims processing, billing, generating patient statements, and assigning follow-up tasks to staff, which enables you to run your business more efficiently and profitably.

Improve claims processing

Get it right the first time. Simple-to-use workflows mean more efficient claims processing, more accurate submissions to insurance payers, and faster payment turnaround. An integrated clearinghouse expedites billing. Strong claim processing capabilities increase revenue and profitability for your billing company.

Reduce resubmissions and misplaced collection efforts

Collect payments faster and get clients paid faster. More accurate claims mean fewer denials and resubmissions. It also means fewer misplaced collection efforts that can harm the relationships between your physician-clients and their patients.

Increase claim payment rates

Proactively identify claims that need your attention and prioritize them for resolution. A claims work list feature creates an organized list of claims-related follow-up tasks based on rules that you can customize according to your business needs. Claims are presented in a work list ordered by risk level and follow-up date. This ensures the highest priority claims are given appropriate attention.



The claims work list helps you identify and give needed attention to:

- How long a claim has been sitting in accounts receivable (A/R)
- Which claims you need to follow up on first
- Instances in which the payer is not paying the full negotiated payment amount
- Underpaid claims—instances in which more precise coding would have facilitated higher payment
- Coding errors that lead to non-payment
- Denials

NextGen® Pay powered by Instamed

Late payments and unpaid bills are all too frequent and can lead to significant losses in revenue. Oftentimes, it's not for a lack of trying on the patient's part, either. Convenient, patient-friendly payment channels are crucial for any successful medical billing process.

NextGen Pay allows you to offer more convenient payment channels such as e-statement enrollment, automatic payment options and plans, and no-login required guest pay options. Leverage full integration with the entire Closed Loop platform to improve the overall patient experience and increase your total amount of collections.

Reduce manual input. Increase staff satisfaction.

Not only does NextGen Pay make the process easier on patients, but it also relieves staff of the burden of processing various payment options.

- Streamline payment collections in office, online, and more
- Post to NextGen Office PM automatically
- Real-time automated batching of payments
- Unified payment transaction reporting with a single dashboard
- Spend less time following up with automated statements and payments

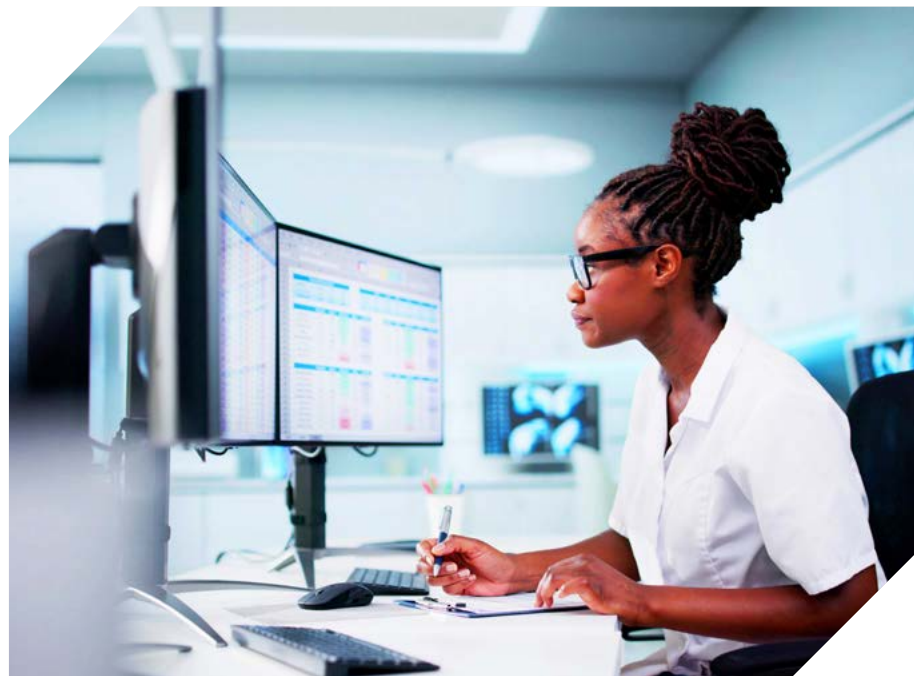
Manage, view, and collect all in one place. With NextGen Pay, your practice can consolidate payments, output files with one click, adjust date ranges, configure permissions by role, and switch to different reports instantly.





Billing features and capabilities:

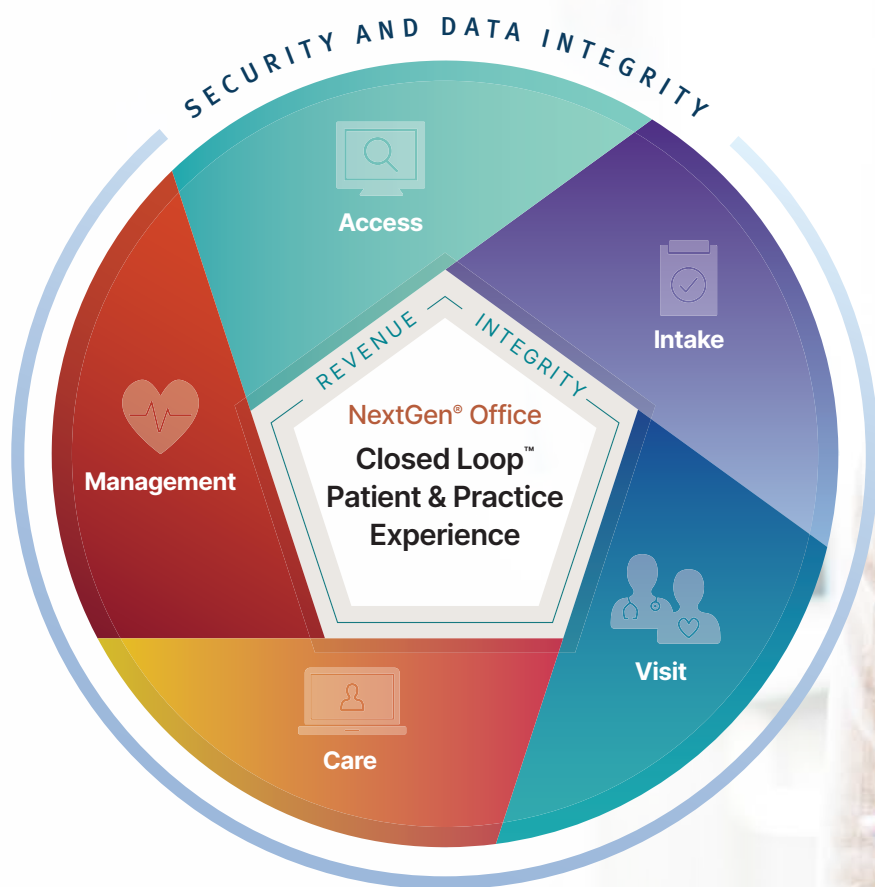
- ① Easy to use, intuitive billing software with supportive training at implementation and on an ongoing basis, at no extra charge
- ② Customizable blueprints to ensure full claims charge capture for error prevention and optimal revenue growth
- ③ A/R management and reporting options help you manage your outstanding payments and claims
- ④ Expanded payment options for patients, ERAs (electronic remittance advice), and billing code tools and updates
- ⑤ Flexible reporting tools, reporting automation—intuitive reporting to manage your business
- ⑥ Centralized reporting for multi-site or multi-client compilation and review
- ⑦ Integrated insurance clearinghouse and regularly updated codes to expedite billing and reduce risk for errors
- ⑧ Use with PC, MAC, or iPad for easy access anywhere
- ⑨ Expand payment options for online, credit card, Apple Pay, and Google Pay flexibility to increase easy, fast patient payments with NextGen® Pay
- ⑩ Add-on options for additional claims management, including a denials and submissions dashboard, and appeal process tools with customizable reporting



Big Capabilities. Independent Practice Support. One Platform.

The NextGen Office Closed Loop Patient and Practice Experience scales a large practice caliber of support to the personalized attention of small practices. By offering a totality of tools that drive small practice success, the Closed Loop is the key to creating lasting, quality care.

Practices, providers, and patients alike all benefit from integrated solutions that put their success at the forefront.



HOW CAN WE HELP YOU?

Contact us at 877-523-2120 or ngosalesteam@nextgen.com

If you're interested in the Closed Loop Experience, contact us to find out more about how our innovative, end-to-end solution can help **improve the patient experience within your practice.**

¹ Healthgrades, "Assessing Online Scheduling as an Emerging Trend in Scheduling Physician Appointments," Health Leaders Media, November 6, 2017, <https://www.healthleadersmedia.com/innovation/assessing-online-scheduling-emerging-trend-scheduling-physician-appointments>

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