

SIMPLIFY THE PATIENT EXPERIENCE

GIVE THEM WHAT THEY WANT:

- ✓ online patient intake
- ✓ virtual visits
- ✓ patient self-scheduling
- ✓ patient self-payment



DID YOU KNOW?

85%

of physicians believe telehealth has increased the timeliness of care¹

"Telehealth is here to stay. It's not whether telehealth will be offered, but how best to offer telehealth services as we move toward what we're terming digitally enabled care—which is not just hybrid care, but more so fully integrated in-person and virtual care based on clinical appropriateness."²

Meg Barron
Vice President of Digital Health Innovations
AMA

More than ever, practices look to healthcare technology to bring patients and providers together, drive loyalty, and streamline workflow. **Patient self-scheduling, online patient intake, virtual visits, and electronic payment options** improve efficiency and the patient experience.

PATIENT SELF-SCHEDULING

67%

of patients prefer online scheduling³

\$150 BILLION

annually missed appointment-related costs that impact the U.S. healthcare system⁴

40%

of appointments are scheduled after business hours⁵



Online scheduling enables:

- AUTONOMY AND CONVENIENCE** FOR PATIENTS
- PATIENTS TO **SCHEDULE APPOINTMENTS** AFTER HOURS
- REDUCTION** IN PRACTICE PHONE VOLUME AND NO-SHOWS

PATIENT INTAKE

97%

of patients have a frustrating waiting room experience⁶

45%

of physicians attribute the pandemic to accelerating the pace of adopting technology⁷

60%

of practices credited online patient intake to improving the patient experience and reducing paper costs⁸

An integrated, digital patient intake solution increases convenience for patients and the front desk.



SUPPORT PATIENT-CENTRIC CARE



REDUCE ADMINISTRATIVE BURDENS



BOOST PRACTICE EFFICIENCY AND SECURITY

VIRTUAL VISITS

ACCESSIBILITY AND CONVENIENCE

are key factors patients think about in determining how they want to receive care.⁹

94%

of patients are very satisfied with virtual visits⁹



Virtual visits advance safety, access, efficiency, and satisfaction across the entire care continuum

79%

of patients said that scheduling a **telemedicine follow-up visit** was more convenient than arranging an in-person follow-up¹⁰

PATIENT-FRIENDLY PAYMENT OPTIONS



44 percent of payers noted that in-house payment processes were a top challenge in 2022¹¹



79% OF PATIENTS

prefer using **virtual and self-service options** for healthcare payments¹²

85% OF PATIENTS

want to pay all of their medical bills in **one place**¹³

71% OF PATIENTS

find their medical bills **confusing**¹⁴

Open more payment channels, reduce billing costs, and simplify "staff workflow with a robust and integrated payment solution."

Designed for patients who expect convenience and flexibility, **NextGen® Patient Experience Platform** enables patients to securely interact with your practice.

BETTER STARTS HERE

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

¹ In 2022, moving beyond telehealth to digitally enabled care, January 2022, Marc Zarefsky, AMA, <https://www.ama-assn.org/practice-management/digital/2022-moving-beyond-telehealth-digitally-enabled-care> ² Executive Session, How COVID-19 is bringing innovation to healthcare facility design. David N. Gans MSHA, FACMEPE, Senior Fellow, Industry Affairs. MGMA. <https://www.mgma.com/resources/business-strategy/executive-session-how-covid-19-is-bringing-innovation> ³ 23 Appointment Scheduling Statistics [2023]; Online Booking Trends, November 2022, Zipppa, <https://www.zipppa.com/advise/appointment-scheduling-statistics/> ⁴ Missed Appointments, Missed Opportunities: Tackling The Patient No-Show Problem, Forbes, October 6, 2019, Sachin H. Jain, <https://www.forbes.com/sites/sachinjain/2019/10/06/missed-appointments-missed-opportunities-tackling-the-patient-no-show-problem/#68d779be573b> ⁵ 23 Appointment Scheduling Statistics [2023]; Online Booking Trends, November 2022, Zipppa, <https://www.zipppa.com/advise/appointment-scheduling-statistics/> ⁶ Your Waiting Room: An Often-Missed Asset and Marketing Tool, January 2020, <https://www.orlandomedicalnews.com/article/2979/your-waiting-room-an-often-missed-asset-and-marketing-tool> ⁷ Google Cloud Research Reveals COVID-19 Accelerates Innovation, Tech Adoption Skill Lags, August 2021, <https://hitconsultant.net/2021/08/09/google-cloud-research-reveals-covid-19-accelerates-innovation/#:~:text=Digital Patient Intake Technology Gaining Popularity in Healthcare, June 2018,https://patientengagementthit.com/news/digital-patient-intake-technology-gaining-popularity-in-healthcare> ⁸ Digital Patient Intake Technology Gaining Popularity in Healthcare, June 2018, <https://patientengagementthit.com/news/digital-patient-intake-technology-gaining-popularity-in-healthcare> ⁹ 38% of Patients Have Received Virtual Care in 2022, March 2022, Mark Melchionna, mHealth Intelligence, <https://mhealthintelligence.com/news/38-of-patients-have-received-virtual-care-in-2022> ¹⁰ In 2022, moving beyond telehealth to digitally enabled care, January 2022, Marc Zarefsky, AMA, <https://www.ama-assn.org/practice-management/digital/2022-moving-beyond-telehealth-digitally-enabled-care> ¹¹ Trends in Healthcare Payments, 13th Annual Report 2022, https://site.instamed.com/Trends_in_Healthcare_Payments_Annual_Report_2022.pdf ¹² Trends in Healthcare Payments, 13th Annual Report 2022, https://site.instamed.com/Trends_in_Healthcare_Payments_Annual_Report_2022.pdf ¹³ Trends in Healthcare Payments, 13th Annual Report 2022, https://site.instamed.com/Trends_in_Healthcare_Payments_Annual_Report_2022.pdf ¹⁴ Trends in Healthcare Payments, 13th Annual Report 2022, https://site.instamed.com/Trends_in_Healthcare_Payments_Annual_Report_2022.pdf