# SIMPLE THE PATIENT EXPERIENCE

## GIVE THEM WHAT THEY WANT:

- online patient intake
- ✓ virtual visits
- patient self-scheduling
- patient self-payment  $( \land )$



#### **DID YOU KNOW?**



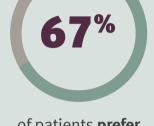
of physicians believe telehealth has increased the timeliness of care<sup>1</sup>

"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."<sup>2</sup>

**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**



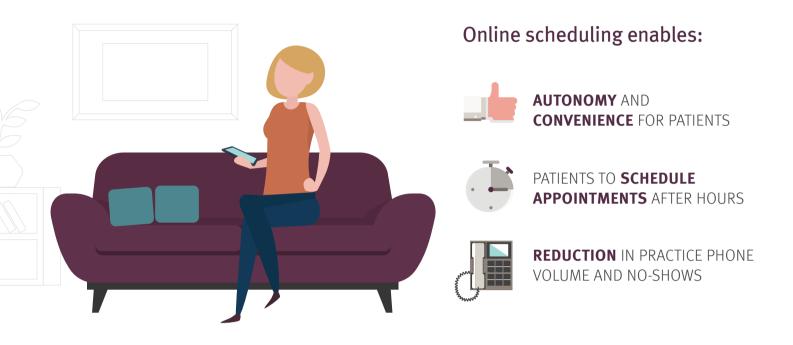
of patients **prefer** online scheduling <sup>3</sup>



annually missed appointment-related costs that impact the U.S. healthcare system<sup>4</sup>



of appointments are scheduled after **business hours**<sup>5</sup>



### **PATIENT INTAKE**



of patients have a frustrating waiting room experience<sup>6</sup>



of physicians attribute the pandemic to accelerating the pace of adopting technology<sup>7</sup>



of practices credited online patient intake to improving the patient experience and reducing paper costs<sup>8</sup>

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









**BOOST** PRACTICE EFFICIENCY AND SECURITY

#### **VIRTUAL VISITS**



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



of patients are very satisfied with virtual visits9

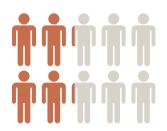


Virtual visits advance safety, access, efficiency, and satisfaction across the entire care continuum



of patients said that scheduling a **telemedicine** follow-up visit was more **convenient** than arranging an in-person follow-up<sup>10</sup>

#### **PATIENT-FRIENDLY PAYMENT OPTIONS**



**44 percent** of payers noted that in-house payment processes were a top challenge in 2022<sup>11</sup>





prefer using virtual and self-service options for healthcare payments <sup>12</sup>

**85**% **OF PATIENTS** 

want to pay all of their medical bills in one place<sup>13</sup>

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





find their medical bills confusing<sup>14</sup>

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

#### **BETTER STARTS HERE**

Join the more than 100,000 providers across the United States who use solutions provided by NextGen Healthcare to achieve their goals. 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, FACMPE, Senior Fellow, Industry Affairs. MGMA. https://www.mgma.com/resources/business-strategy/executive-session-howcovid-19-is-bringing-innova **3** 23 Appointment Scheduling Statistics [2023]: Online Booking Trends, November 2022, Zippa, https://www.zippia.com/ad-vice/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, Zippa, https://www.zippia.com/advice/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/ #YXnPfdnMLDI 8 Digital Patient Intake Technology Gaining Popularity in Healthcare, June 2018, https://patientengagementhit.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

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