

NextGen Patient Engagement Bundles

Digital patient access and engagement, packaged for your practice

NextGen® Patient Engagement powered by Luma is an intelligent patient experience platform to assist ambulatory care organizations in automating and expanding access to their practices. Two packages allow practices to combine reminders, mobile intake, online scheduling, automated outreach, and AI-enabled self-service in the way that works for them.

Choose the package that fits your goals

Essentials

Core digital access and patient engagement

- **Patient Engage:** Reminders, patient communications, and mobile intake
- **Self-Scheduling:** Scheduling by text or web with EHR integration
- **Waitlist:** Automated outreach when appointment times become available
- **Digital Front Door:** Google access and reputation management
- **Recall:** Automated messages that encourage patients to return for needed care

40% reduction in no-shows

Best for: reducing staff burden, no-shows, expanding access, and filling open slots.

Advanced

Expanded automation for conversion and self-service

- **Everything in Essentials:** All five core capabilities are included
- **Referrals:** Notifications and automated outreach that invite referred patients to schedule
- **Luma Bot:** A web-based AI chatbot for confirming, cancelling, scheduling, prescription refill requests, and FAQs

39% referral-to-appointment conversion rate

Best for: organizations that also want referral conversion and always-on self-service.

Optional enhancements for either bundle*

NextGen® Navigator

AI agent that automates inbound calls for appointment management, frequent questions, and intelligent transfer.

Has helped resolve up to 95% of inbound calls for existing clients.

IMH Custom Forms

Capture structured patient data and map discrete information back into the NextGen® Enterprise EHR.

Helps reduce manual front-desk entry and can save an estimated 3-7 minutes per form.

Talk to an expert today.

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

*Quoted separately based on scope.

PE_091026_PatientEngagementBundles

© 2026 NXGN Management, LLC. All Rights Reserved. NextGen is a registered trademark of NXGN Management, LLC. All other names and marks are the property of their respective owners.

nextgen.com

