THE FUTURE IS MOBILE

Your Guide to NextGen Mobile

A path to better documentation

nextgen™ HEALTHCARE

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Culture and Care Come Together

NextGen® Mobile, integrated with NextGen® Enterprise EHR, makes delivering and documenting care easier. Access information and perform tasks in the EHR on a mobile device, from anywhere at anytime.

> "Our providers no longer spend time after hours to finish charts. We also see an increase in visits, happier providers, and quicker month-end closing. It's not hyperbole to state that the NextGen Mobile implementation is the best EHR decision we have made in our clinic."
>
> *Ryan Geiler, Advanced Clinical Applications and Analytics Coordinator*
> *Community Medical Center*

CHAPTER: 1

5 Good reasons to go mobile

1 Reduce provider burnout

Medical practices across the United States are being ravaged by provider burnout. A significant contributor to this phenomenon is excessive documentation demands and the length of time spent at the EHR.

NextGen Mobile reduces time spent in front of the EHR. Implementing mobile greatly reduces the need for after-hours charting and can eliminate it altogether—which translates into a lower risk of burnout for physicians

2 Increase flexibility and freedom

Imagine you are at home or at a sporting event and an urgent patient call comes through. With NextGen Mobile, you can access the patient record from your cell phone without a complex VPN login process. In many cases, you'll be able to address the patient's needs from your cell phone without having to return to the office to log in to a computer.

3 Max out efficiency

Mobile technology is being used frequently in healthcare settings. Providers and staff are using mobile tools to meet the day-to-day demands of their work. Front desk staff use the scanning feature in NextGen Mobile to scan documents into the patient chart eliminating the need to use the full-sized scanner.

4 Finish faster—and with greater accuracy

NextGen Mobile opens the door to many options for faster and easier documentation. Mobile facilitates documenting the patient encounter by dictation rather than typing on a keyboard. Using dictation software is faster than typing. Dictation software today is more accurate than ever.[1] For more information, see **Document your way >**

5 Embrace the future

NextGen Healthcare continues to add functionality and clinical workflows to its mobile offering. Many administrative tasks can be accomplished with your cell phone more efficiently than on the desktop. Some providers already use NextGen Mobile as their main documentation solution.

CHAPTER: 2

Take a look inside NextGen Mobile

Hub

This is the first screen you will see when you open NextGen Mobile. Think of the hub screen as your main to-do list. It includes the provider approval queue (PAQ), medication tasks, other clinical tasks, and charges.

Customizable Components

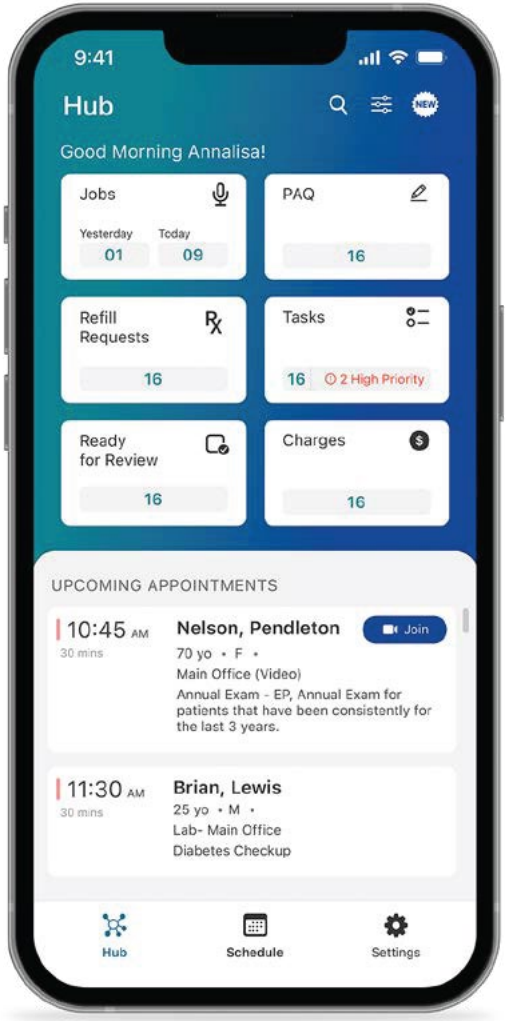
The components on the NextGen Mobile hub are customized to meet the needs of your medical practice. You tell us which fields from templates in NextGen Enterprise EHR you use most frequently and we incorporate them into your mobile hub as part of set up.

Provider Approval Queue

This module allows you to review documents, images, and orders, approve them, reassign them, or reject them, and add comments. You can also assign tasks to staff from within the mobile PAQ.

Medication tasks

This includes items such as approvals for refills and renewals from the pharmacy. Note that within NextGen Enterprise EHR, medication tasks and other tasks are grouped together within the clinical tasking module. In NextGen Mobile, medication tasks are separated from other clinical tasks.



The hub screen—the first thing you see when you open NextGen Mobile.

Tasks

This option includes clinical tasks except for medication-related tasks. You can open each task, view any attachments, and review and accept or reject tasks, as you can in the EHR.

Charges

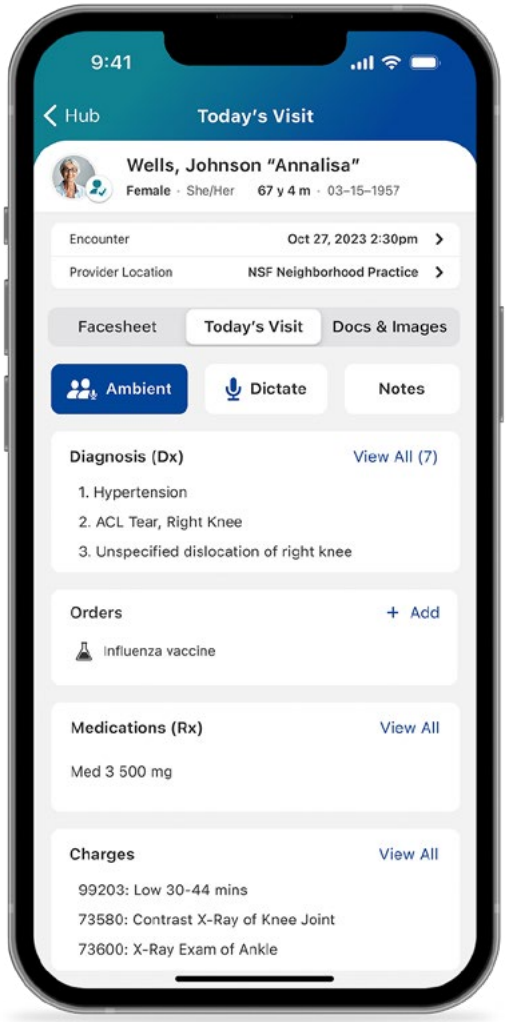
Here you can add the medical billing codes such as procedure (CPT) codes and diagnosis (ICD-10-CM) codes. If you don't know the code, you can find it through a simple, text based search. This information flows to the practice management (PM) system to be sent to insurance payers.

Capturing charges for patients not in the EHR

With NextGen Mobile, you can enter charges for patients who aren't in your practice's computer system, or who do not have a chart in your EHR.

This feature is useful when providing inpatient care; if you are covering for a colleague in a hospital, for example, and visit a patient who's not part of your usual practice, you can capture the charges. It's also a useful feature when participating in community outreach such as care for the homeless.

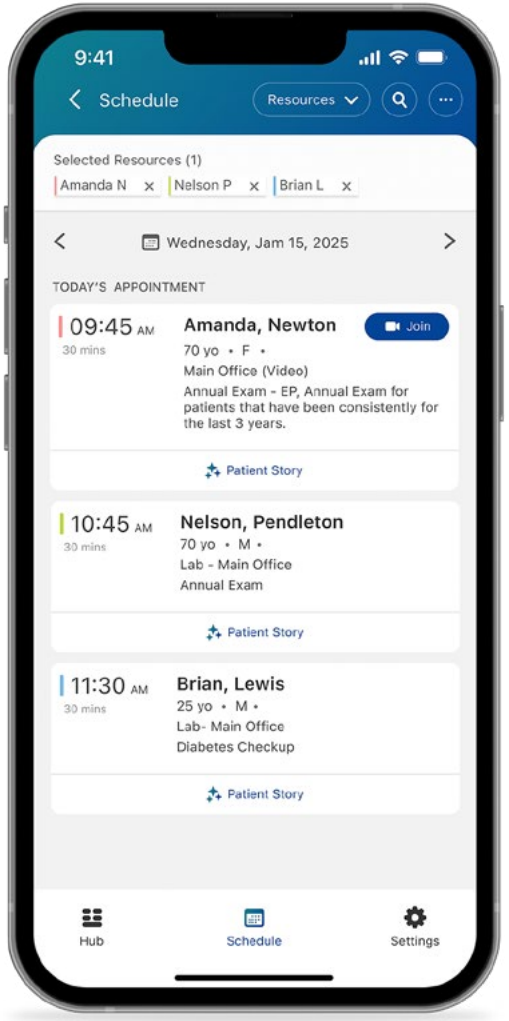
You can also use NextGen Mobile to dictate notes for these on-the-fly patient encounters.



A charge review screen—here you can see information entered via NextGen Mobile charge capture.

Schedule

You can access your schedule without going through a tedious VPN log-in process or two factor authentication. Just log in with Face ID or Touch ID and check your schedule for the day.



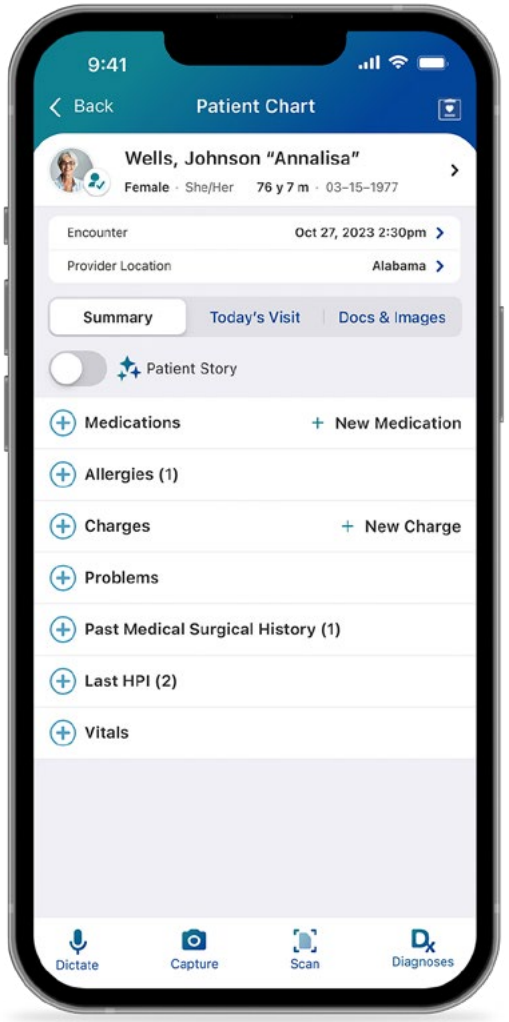
View of physician schedule on NextGen Mobile.

Patient details

This module within NextGen Mobile provides access to information from the patient chart. It includes previous encounters and the full documents and images list—viewable by category as in the EHR. Within this module you can perform many functions in the patient chart.

Using your mobile device you can:

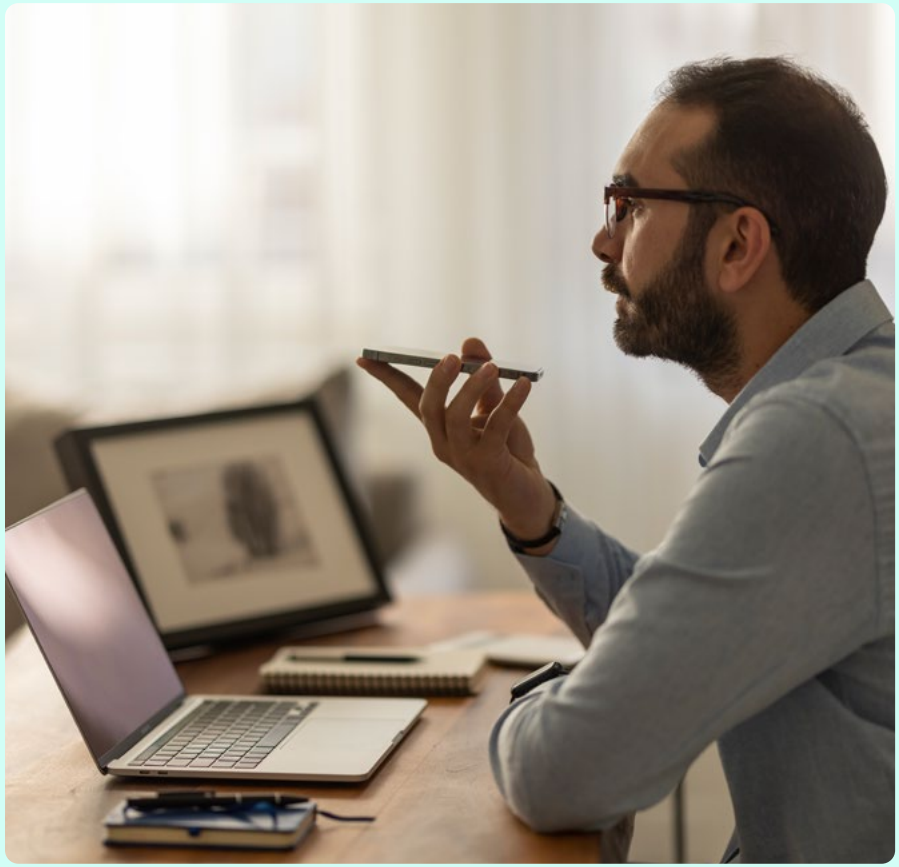
- Create an encounter for the patient
- Review the patient chart and any documents or images
- Dictate notes regarding the patient into the chart
- See any alerts related to the patient
- Take photos and scan images and upload them to the chart
- Add a diagnosis to the patient's record, which in turn enables you to add charge codes
- Prescribe medications, including controlled substances

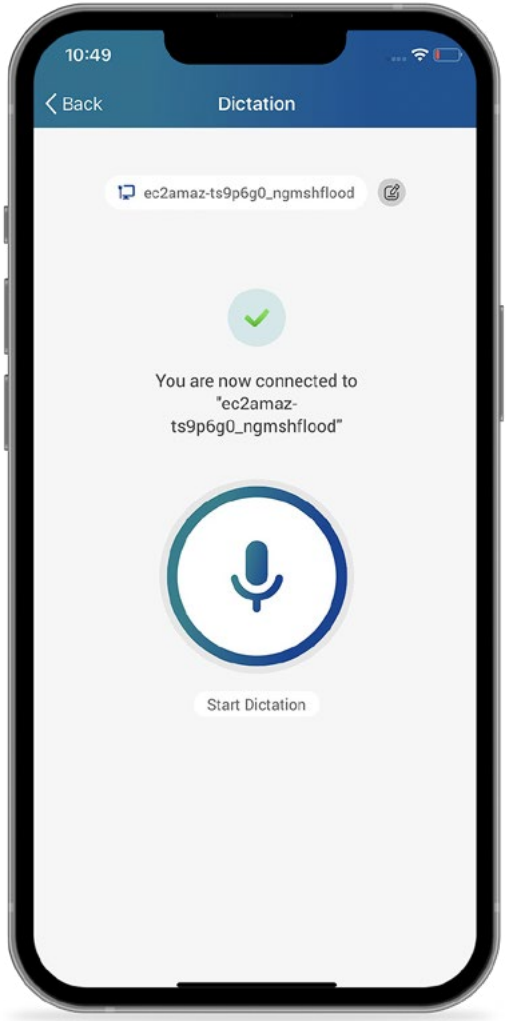


Information from the patient chart displayed on NextGen Mobile.

Offline dictation

NextGen Mobile enables providers to dictate encounters offline. This is especially useful for providers who deliver care in rural health clinics, tribal health clinics, patients' homes, and other settings that may not have access to internet. Once you enter an online environment, your dictation will automatically be uploaded to the EHR.





Dictation captured on NextGen Mobile.

CHAPTER: 3

Why providers love NextGen Mobile

IMPROVE PATIENT CONNECTION

"Ambient Assist [NextGen® Clinical AI] has allowed me to be more efficient in the clinic. I'm able to just focus on the patient. I find I'm more mentally present. I'm not worried about taking notes. From that standpoint, I think that makes me a better doctor."

Keith M. Nord, MD
Sports Orthopedics & Spine

Saves time

"The efficiency of NextGen mobile dictation had decreased the amount of time needed to document clinic appointments by 30 to 40 minutes a day."

Trevor Gaskill, MD
Orthopaedic and Sports Medicine Center

Eliminates after-hours charting

"I'm not having to spend extra time after clinic, between surgeries, later in the day, my half day off playing catch up on notes like I have in the past. So it's definitely improved the amount of time I'm spending in the office as compared to being able to go home and see my family."

Christopher Cefalu, MD
Urology Clinics of North Texas

Makes it easier for on-call physicians

"We recently implemented NextGen Mobile, which has made the lives of our on-call providers much easier. And with electronic prescriptions for controlled substances (ePCS), that's even making it better."

Charles Van Duyne, MD
USMD Health Systems

Improves accuracy

"I used to have a massive stack of notes that had to get done. I find Ambient Assist [NextGen® Clinical AI] is slightly more accurate than I am. Now I'm seeing 5 more patients a day... and out by 5pm."

Keith M. Nord, MD
Sports Orthopedics & Spine

Enables use of cell phone camera in clinical practice

"With NextGen Mobile I can take a picture on my cell phone and integrate it seamlessly into the EHR. I have an adapter that slips right on the slit lamp camera, so it takes literally five seconds to take a picture of the patient's eye. I can make an annotation right on the picture—for example, noting a corneal ulcer, age-related macular degeneration, or cataract. Of all the things we do, this may be the one that patients find most impressive."

Sebastian B. Heersink, MD
Eye Center South

CHAPTER: 4

Document your way

NextGen Direct-to-Desktop

You can use your phone to dictate clinical narratives directly into the EHR. Use your mobile device to verbally dictate information into all text-based fields in the EHR.

NextGen Direct-to-Desktop supports a seamless, hybrid mobile-and-desktop documentation workflow:

- The provider selects any text entry box in the EHR and dictates the clinical narrative into their cell phone.
- Automatic voice-to-text technology captures dictation and converts it to text, which immediately appears in the designated field in the EHR.
- Dictation increases both speed and accuracy compared to typing.

How NextGen Direct-to-Desktop works

Physician selects any text entry box in the EHR

Physician dictates information into their phone

Voice-to-text technology converts dictation to text, which immediately appears in the designated field in the EHR

Physician navigates throughout the EHR to complete the documentation

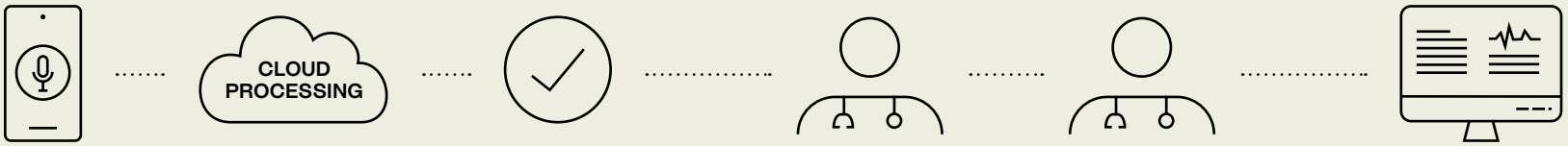
NextGen Speech-to-Text

This option is the first step in untethering providers from documentation on the desktop EHR.

NextGen® Speech-to-Text is convenient and cost-effective:

- Simply dictate your note into your mobile device from the office, home, or anywhere else.
- Automatic voice-to-text technology captures dictation and converts it to text immediately.
- Edit right on the mobile device or send the text to the EHR and edit on the desktop.
- Text appears in the EHR within seconds, so you can use the mobile device and the desktop EHR in tandem.

How NextGen Speech-to-Text works

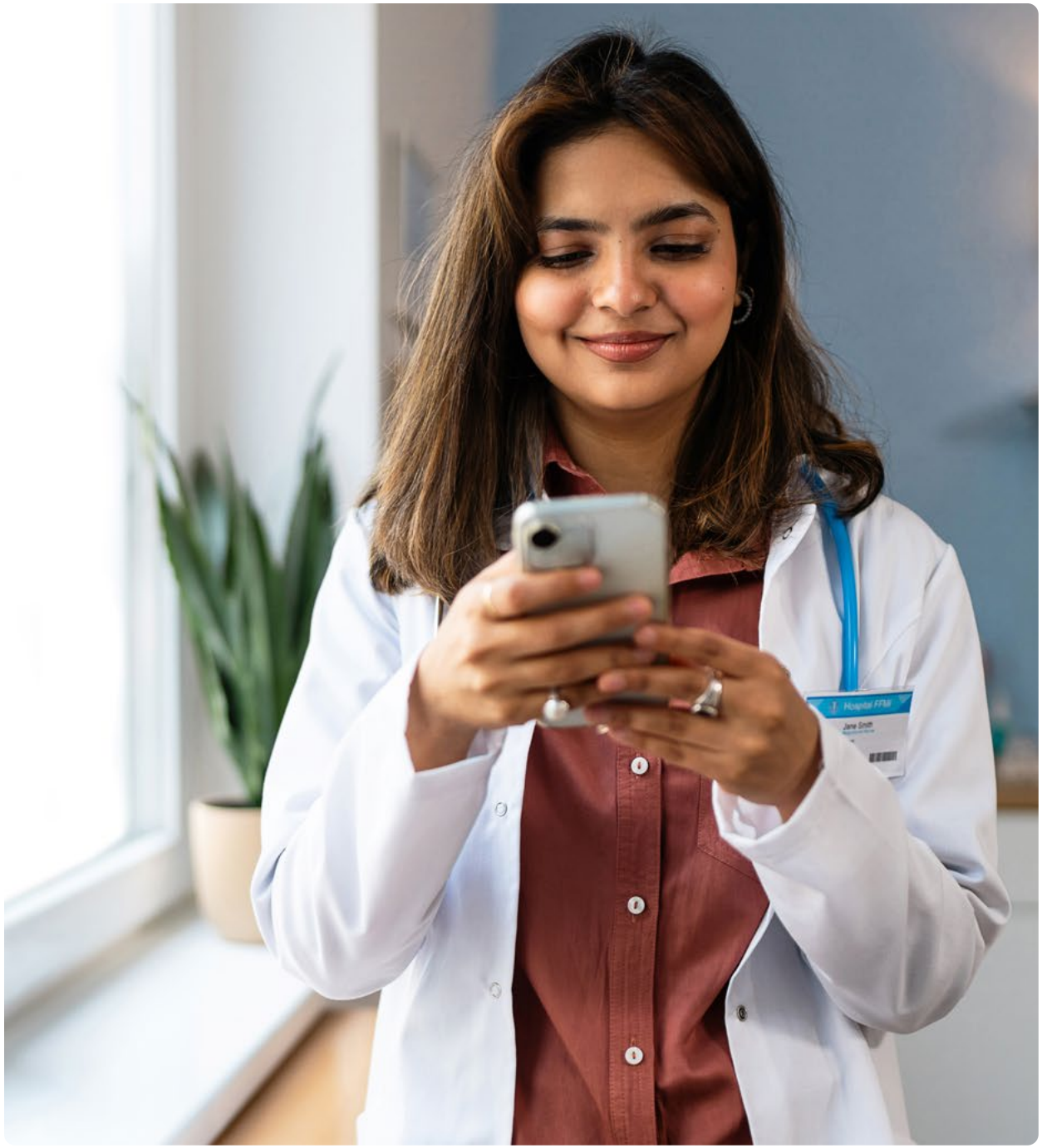


Mobile screen shows patient identification; physician begins dictation and controls the process using the mobile screen

Text version of dictation appears almost immediately in the mobile device

Physician edits speech recognition draft in mobile device or sends it to the EHR to edit on the desktop

Physician reviews and signs off on the note



A speech recognition engine learns each provider's speech patterns over time. Macros (predefined, stored phrases that are used often) can be added to each provider profile for greater efficiency. For example, a primary care physician can say "insert normal physical exam," and predefined text is automatically entered as documentation. The physician can then document by exception.

In addition, tags appear on the mobile screen related to topics to be covered in the dictation; for example, history of present illness, physical exam, assessment and plan, and more. Tap on the tags and text appears for the clinician or staff member to edit on the mobile device.

This feature can be configured to accommodate a wide range of provider workflows.

NextGen Transcription Services

Voice-to-text transcripts can be edited by a professional service, which can be highly customizable according to practice needs and each provider's preferences.

NextGen Transcription Services is a user-friendly documentation service that saves time and reduces errors:

- After the patient exam, the physician clicks a button in the NextGen Mobile app and starts dictating the details of the visit.
- A text version of the dictation is generated electronically by speech recognition software and sent to the transcription service. A transcriptionist edits the content and sends it back to the practice within 12 to 24 hours.
- The edited dictation is uploaded into a predetermined template within the EHR to be signed off by the physician.
- Expedited dictation is available; for an additional cost, physicians can mark a job as STAT and edited content will be returned in two hours or fewer.

How NextGen Transcription Services works

Mobile screen shows patient identification; physician begins dictation and controls the process using the mobile screen

Text version of dictation is generated almost immediately and is sent electronically to a transcriptionist

Transcriptionist reviews and edits speech recognition draft and then uploads it to the EHR

Physician reviews and signs off on the note

EASE OF USE

I see a patient, spend about 45 seconds dictating, and it's done. The most significant aspect of NextGen® Transcription Services is ease of use. Press two buttons, and it's handled."

Sebastian B. Heersink, MD
Eye Center South

NextGen Remote Scribe Services

This service gives providers freedom from the EHR:

- The physician dictates the encounter into their mobile device using the NextGen Mobile app.
- The recording is then passed along to the remote scribe.
- Using a fully HIPAA-compliant process, a professional scribe in a remote location listens to the recording and documents the patient encounter as instructed by the physician.
- The scribe enters discrete data and unstructured text notes directly into the EHR via remote access, completing documentation in 12 hours or less.

NextGen® Remote Scribe Services helps providers complete documentation in much less time. It also improves documentation accuracy. NextGen Remote Scribe Services eliminates pressure to find qualified staff to serve as scribes and train them.

How NextGen Remote Scribe Services works

Mobile screen shows patient identification; physician begins dictation and controls the process using the mobile screen

Remote Scribe documents text and enters discrete data in EHR templates

Remote Scribe finalizes the document and generates the note

Physician reviews and signs off on the note

NextGen Clinical AI

This revolutionary tool significantly reduces post-visit note completion time, as SOAP notes are generated instantly upon the visit's end and can be reviewed within seconds:

- Seamlessly integrates the note into the EHR, no copy and paste required
- Saves providers up to 2.5 hours of documentation time per day
- Provides relevant suggestions for ICD-10s, medications, lab/imaging orders, and diagnosis codes
- Eases burnout and reduces cognitive load by eliminating the need to recall encounter details hours later
- Powerful macros launch physician documentation favorites with simple phrases or words

NextGen® Clinical AI transforms natural patient-provider conversations on mobile devices into temporary transcripts, generating structured SOAP notes. These notes are automatically placed in NextGen Mobile for provider review and editing before inclusion in the patient's NextGen Enterprise EHR chart.

How NextGen Clinical AI works

Works with natural, patient-provider conversations, in English or Spanish

100% technology-based and does not require the use of additional personnel.

Fully automated note-taking. SOAP notes are typically generated in 20 to 30 seconds.

Audio and transcripts are never stored or saved to ensure privacy and security.

Notes flow seamlessly into NextGen Enterprise EHR when complete.

A REMEDY FOR BURNOUT

A lot of the burnout rate is because of electronic medical records and the need to be glued to your computer. You're typing the same stuff over and over again."

Darryn Band, MD, Physician and Partner
Capital Women's Care

Mobile Tiers

All NextGen Enterprise users have access to NextGen Mobile

Your practice can choose from three levels of service. Set up includes customization to ensure you get the best options for your providers and staff.

Feature	Mobile	Mobile Plus	Mobile Pro
Access clinical data	x	x	x
Prescribe (eRX & EPCS)	x	x	x
Access PAQ	x	x	x
View schedules	x	x	x
Tasking	x	x	x
Upload images	x	x	x
e-Sign & scan documents	x	x	x
Charge and diagnosis capture		x	x
Orders	25 per month	x	x
Direct-to-Desktop Workflow		x	x
Speech-to-Text Workflow	30 minutes per month	Unlimited	Unlimited
Clinical AI			Unlimited
MACROS with Dictation and Ambient Assist		x	x
Artificial Intelligence - Diagnosis Coding/ ICD-10 Suggestions			x
Artificial Intelligence - Orders Suggestions			x
Artificial Intelligence - Medication Suggestions			x
Artificial Intelligence - Patient Summary			x

CHAPTER: 6

13 of the best NextGen Mobile features

1. **Access your schedule** – see what your day looks like the night before
2. **Access your task list** – take action on clinical tasks, including medication tasks
3. **Access the provider approval queue (PAQ)** – take action on PAQ items
4. **Search and view patient information** – including medication lists, lab results, health history, problem lists, images, and documents
5. **Take images and upload them to the EHR**
6. **Sign documents or have a patient sign documents**
7. **Scan documents and upload them directly into the chart**
8. **Enter diagnosis codes and charge codes**
9. **Add, renew, or refill a medication prescription** – including prescriptions for controlled substances
10. **Text securely with colleagues** – both within and outside your clinic
11. **Upload chat transcripts to the EHR**
12. **Dictate patient encounters** – even in locations when there is no internet connection
13. **Document care with AI scribe technology that saves time and reduces cognitive load**

CHAPTER: 7

Getting started

Setting up mobile for your medical practice requires installation of new software, including a proprietary NextGen Mobile API.

The process for this installation will vary depending on whether your practice self-hosts NextGen Enterprise on its own servers or uses NextGen® Cloud.

For practices that self-host NextGen Enterprise, experts will work with your IT department to make the installation process as easy as possible.

For practices that use NextGen Cloud, our support team can perform the entire installation, with no work required from your IT department.

New to NextGen Healthcare

If you're interested in NextGen Mobile but your practice is not yet on the NextGen Healthcare platform, contact us to find out more about our innovative, time-saving solutions.

Find our contact information on the next page.

Talk to an expert today.

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

Life is short. Don't spend more time than necessary in front of the EHR.

1 Chris Kikel, "4 Reasons Dictation Is Better Than Typing," Total Voice Technologies blog, June 25, 2021. https://www.totalvoicetech.com/four-reasons-that-dictating-is-better-than-typing

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