

SECURE MESSAGING

Capabilities that enhance patient and provider experience and outcomes

Solution description

NextGen Healthcare offers several options to securely enable communication across the care continuum.

- Patient Portal enables direct connection between patient and provider
- Mobile unlocks care team collaboration as well as provider-to-provider communication
- Direct messaging links physicians to enable frictionless referral management
- NextGen® Share unlocks patients' comprehensive community record so physicians are able to view it within their NextGen workflow

What this solution enables

With NextGen® Mobile solutions, care teams can collaborate via a secure texting platform in an instant, thereby potentially avoiding critical errors from lapses in documentation and clinical miscommunication.

From a mobile device you have the ability to:

- View the patient schedule and share clinical content instantly
- View images and documents from the EHR
- Capture images
- Text securely with colleagues

Avoid time-consuming patient phone calls about routine items, enabling staff to work on more important tasks.

The patient portal also supports targeted outreach campaigns so you can contact some, or all of your patients, and review campaign performance analytics.

Solution snapshot



Better starts here.

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

What does this mean for your practice?

- Better patient engagement, because your physicians and staff are more informed
- The experience your patients expect, enabling easier patient scheduling, smooth check-ins, and convenient payments
- Mobile platform provides immediate access to patient information and collaboration tools
- Direct messaging helps manage referrals electronically, eliminating faxing
- NextGen Share provides a longitudinal view of the patient record within a provider's own workflow

“Twelve hours can be saved on average, per month per physician by using mobile technology to document and streamline workflows.”¹

NextGen Prioritization Matrix

Use this matrix to help you prioritize solutions that support your practice success.

	Capability	Cost	Revenue	Quality	Effort	Impact	Priority
Clinical Care	Adaptive Workflows & Specialty Content	★★★	★★★★★	★★★	High	★★★★★	
	Mobile Dictation & Virtual Scribe	★★	★★★★★	★★★	Low	★★★★★	
	Compliance	★★	★★★	★★★★★	Medium	★★	
	Care Team Collaboration	★★★★	★★★	★★★★★	Low	★★	
Financial Management	Eligibility & Pre-Service Financial Clearance	★★	★★★★★	★★★	Medium	★★★★★	
	Rules-Based Charge Creation	★★★	★★★★★	★★★	Medium	★★★★★	
	Clean Claims & AR Management	★★★	★★★	★★	Medium	★★★★★	
	Contract Audit & Recovery	★★	★★★★★	★★	Low	★★★★★	
Patient Engagement	Patient Portal with Online Scheduling	★★★	★★★	★★★	Medium	★★★★★	
	Virtual Visits	★★★	★★	★★	Low	★★★	
	Secure Messaging	★★	★★	★★	Low	★★	
	Personalized Outreach	★★	★★★	★★★★★	Medium	★★★★★	
Population Health	Population Health Analytics	★★★	★★★★★	★★★★★	Medium	★★★★★	
	Risk Stratification & Gaps in Care	★★★	★★★★★	★★★★★	Medium	★★★★★	
	Care Coordination	★★★	★★★★★	★★★★★	Medium	★★★	
	Resource Utilization	★★★	★★★★★	★★★★★	Medium	★★★★★	
Connected Health	Transactional Data Exchange	★	★★	★★★★★	Low	★★★★★	
	Plug-and-Play APIs	★	★★	★★★★★	Low	★★★★★	
	Data Aggregation	★★★	★★★	★★★★★	High	★★	
	National Interoperability Framework	★	★★	★★★★★	Low	★★★★★	

1 NextGen Healthcare. "EHR Time Study." Internal data, 2014

SS44_PE-12/18

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