



NextGen® Closed Loop™ Patient & Practice Experience

Every step of the patient journey, optimized on a single reliable platform

Full integration is the key to a successful patient journey. That's why NextGen Healthcare has partnered with Luma Health, InstaMed, and Waystar to bring the best solutions for patient engagement, payment collections, and claims processing, all under one integrated platform.

Rather than piecing a system together with disparate, plug-and-play APIs, these partnerships expand what it means to have true integration, dependable support, and robust resources on your side—each coming together to form an interconnected platform for elevating the patient and provider experience.

ACCESS

Discovery 

Never let a patient be turned away at your digital front door. Remove barriers to increase patient retention, maintain full control of your patient portal offerings, and free up staff bandwidth to do more with less.

Benefits:

- Increase online visibility with **reputation management**
- Improve access to your practice with **self-scheduling**
- Support staff with **IVR, chat-bot, and call deflection**
- Elevate the entire patient engage experience **with AI-powered service agents**
- Decrease no-shows with **appointment reminders**
- Smooth operations with an **automated wait-list**
- Automate patient access with **AI-powered service agents**

INTAKE

Pre-visit 

Better communications and interoperability reduce no-shows and strengthen your patient base. Simplify the patient onboarding process, strengthen patient & provider communications, and streamline the patient journey from the start.

Benefits:

- Ensure patient privacy with **secure text messaging**
- Eliminate wait times with **pre-appointment intake**
- Better patient & provider communications with **digital document and information upload**
- Expand communication with **broadcast messaging**
- Streamline the intake process with **eligibility automation**

VISIT

Live/virtual



Patient visits shouldn't come with a mountain of clerical work. Minimize documentation burden with ambient listening solutions, reduce patient visit times to increase patient volume, and return focus to patients, improving satisfaction.

Benefits:

- Meet patients where they are with **virtual visits**
- Drastically cut documentation time with **ambient listening (AI-generated SOAP notes)**
- Experience efficient workflows with **direct-to-desktop**
- Access your practice from anywhere with **NextGen® Mobile**
- Accelerate more convenient prescriptions with **E-prescribing**

CARE COORDINATION

Post-visit



Increase patient participation and reduce provider workload at the same time. Give patients access to manage payments and receive materials online, improve communications and follow through, and reduce burdens on staff.

Benefits:

- Keep patients involved with **automated messaging**
- Stay on top of patient satisfaction with **patient surveys**
- Enjoy the benefits of streamlined **referrals**
- Better maintain **medication refills**
- Experience the advantage of **population health analytics**
- Reduce days in A/R to **get paid faster**

HEALTH MANAGEMENT

Ongoing



Produce better healthcare outcomes for all with better ongoing care management. Maintain care past a patient visit, strengthen the patient-provider relationship, and reduce unnecessary lapses in care and hospital visits.

Benefits:

- Keep the care going post-visit and eliminate gaps in care with **remote patient monitoring**
- Utilize **improved communications** to better participate in care
- Offer convenient payment methods such as **auto pay and guest payments**
- Drive e-statements and **electronic bill-pay adoption**
- Enable patient communications and payments via **patient portal**

CONTACT US TO SEE A DEMO.

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