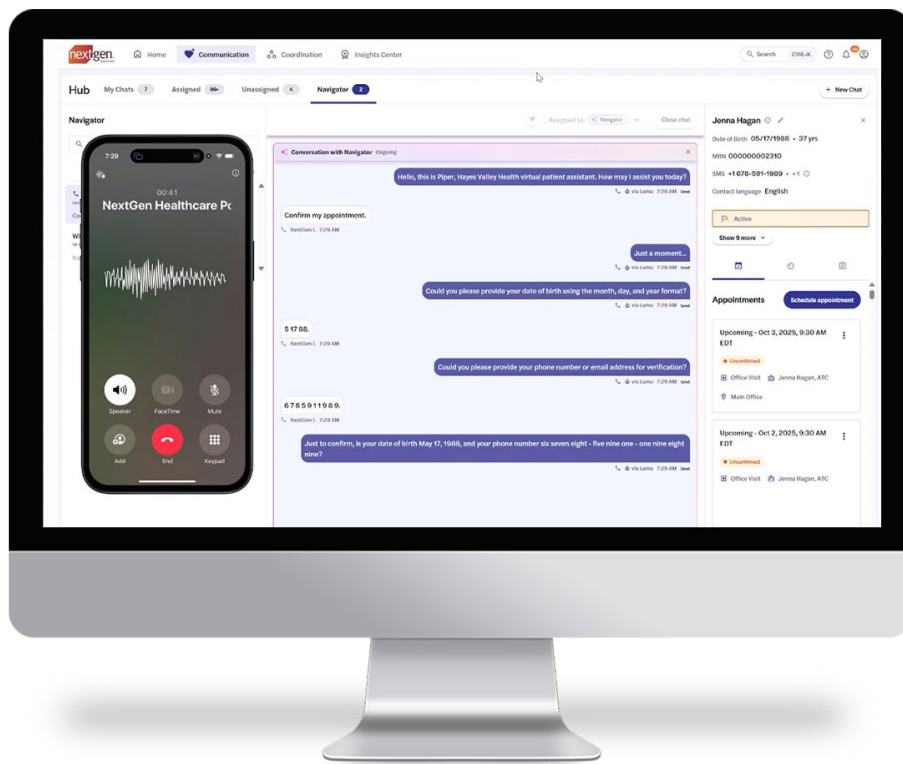


NextGen[®] Navigator *Powered by Luma*

Navigate increasing patient needs with AI customer service agents at scale

Successful access to a healthcare provider is the first step to positive health outcomes. Dropped or unsuccessful inquiries due to long call wait times caused by staffing shortages can be the largest barrier to patient access, successful appointments, and steady revenue.

NextGen Navigator, a groundbreaking AI customer service agent, strengthens your NextGen Healthcare patient experience platform and decreases the occurrence of dropped calls that lead to unsuccessful encounters by up to 10%. This is achieved by screening calls, handling routine appointment management, general FAQ logic, and intelligently routing calls to the right staff, only when necessary.



Free up valuable staff time



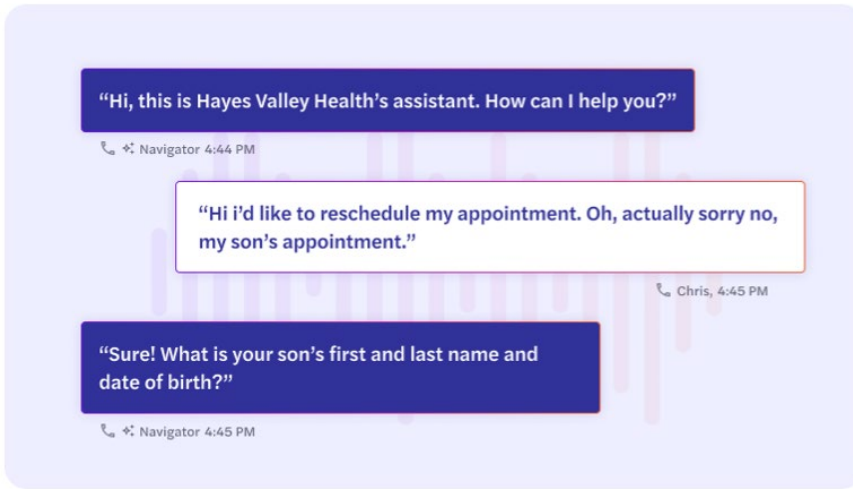
Keep schedules full



Elevate the patient experience

Reimagine your patient experience with AI

This call center agent acts as an extension of your practice, automating access to your practice through call and text. Navigator brings contextual understanding to voice conversations for appointment needs, including rescheduling, confirmations, cancellations, and general questions about directions, patient education, or SMS routing.



AI Agent Capabilities:

- Always-on conversational AI
- Full transparency with real-time call logs
- Intelligent call routing
- Confirmations, cancellations, and rescheduling
- SMS text message self-service
- FAQ handling and link requests

Real-World Outcomes*

- **38%** reduction in abandoned calls in first 3 weeks
- **76%** reduction in call backlog waiting for staff to pick up
- **71%** reduction in average seconds it takes for staff to answer a call

*Stats from anonymous Navigator users

Healthcare organizations using Navigator are seeing on average:

98HRS

98 hours saved in call center tasks within one month

85%

85% of calls processed by Navigator without human intervention

2-3HRS

2-3 hours saved per staff member each day on manual communications

Power Your Impact.

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