Chatter Best Practices

NextGen Healthcare Success Community

www.community.nextgen.com

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![nextgen healthcare logo]

Tips on Using Chatter

Simulation Videos for Using Chatter

See how to use Chatter by watching our quick training simulation videos. Know how to chat with other clients, follow your favorite groups, and more. Click on the links below to watch:

- Posting a New Chatter Question
- Searching Chatter
- Answering, Bookmarking & Liking a Chatter Post

Keep Your Profile Up to Date

Keeping your profile up to date makes it easier for other NextGen Healthcare clients to find and connect with you. Information in the **About Me** section of your profile is searchable in global search, so highlight your specialties, NextGen Healthcare solutions, and more to socialize and assist other clients using similar skills and technologies as you.

In the following example, whenever you search for the phrase *Success Community,* the Online Community Manager will show up in your results.

Eleen Ibrahim (NextGen Healthcare)

| Feed | Overview |

NextGen Healthcare

About Me ✏

Do you have questions about Success Community questions? Ask away! I'm available Monday through Friday, from 8:00 a.m. to 5:00 p.m. PT.

Files Owned

No files have been added yet.

Groups

Join or create groups

Contact ✏

Sr. Client Engagement
Specialist

Also, be sure to add a professional and clear headshot to your profile. When you go to UGM, you will be able to recognize that person you have been chatting with on Chatter!

See how to update your profile by watching the Updating Your Settings & Profile simulation video.

@Mention

Direct your questions to a specific community member or group by using @mention. When you @mention a person, he/she will receive an email notification that you have mentioned them on the community with a snippet of your message, prompting them to reply.

When you @mention a group, a copy of the post will appear in that chatter group for other members to see and reply.

See how to use @mention by watching the Posting a New Chatter Question simulation video.

Posting Questions

When you post a question, type your entire question in the *Question* box. Use the *Additional Information* box to provide any in-depth detail. You can use basic rich text functionality such as bold, bullets, and underlines.

When you post, there is a combined 10,000-character limit for the *Question* and *Additional Information* boxes, so keep that in mind when posting.

Choosing the Best Answer for your Chatter Question

If you've asked a question on Chatter and receive several answers, you can select one as the best answer to your question. Selecting the best answer will move the answer to the top of comments. This will help others who have the same question to easily find the best answer to your question without reading all proposed answers.

Kelley Lee (NextGen Healthcare Information Systems Inc.)

UGM is November 11-14, 2018, in Nashville, Tennessee. Visit oneugm.com for more details and periodic updates.

Like · Select as Best · Today at 12:46 PM

Adding Files to Your Chatter Responses

If someone asks a question on Chatter, you can respond by uploading a file to the post, such as a best practice guide or template. This file will then be saved to the group for others to view as well.

File Types and Size

Word, Excel, PowerPoint, PDF, and JPG are acceptable file types for upload. However, files can be no larger than 2GB to be uploaded.

IMPORTANT NOTE: The system does not provide a warning if a community member uploaded PHI or private information. Please keep this in mind when attaching files to chatter posts.

Chatter Groups

Join groups so that you can post and discuss specific subjects with other clients who have shown interest in the same subject.

Chatter groups are also a way for NextGen Healthcare to communicate with you regarding product releases, solution maintenance and outages, user group meetings, training sessions, and more. Be sure to join the chatter groups that fit your role and interests.

1. Post in a chatter group and your question is viewable to all members in the group. Anyone in the group may then respond to your question.
2. Receive an email digest whenever there are posts to the group. You control the frequency.
3. Refer to a single place for key links and information related to the chatter group.
4. Receive news and updates specific to the chatter group and respond directly on posts.
5. See and connect with other members of the chatter group.
6. View and share documents only within the group.

Bonus: Chats are searchable via Global Search so you never lose a conversation. Don't see a group that fits your needs? Start one!

Chatter Email Digest Settings

Stay on top of the conversations, insights, and topics of your choice – at the frequency of your choice – with chatter email settings. For instructions on how to easily change your email digest settings, [click here](#).

There are four email setting options to choose from for each group that you join.

Recommended Chatter Groups and Settings

We highly recommend clients immediately join and have specific notifications settings for a select few groups. These groups and settings are as follows:

Experience	Group Purpose	Recommended Setting
NextGen Enterprise	**Maintenance & Outages (Mobile, Connected Health, Population Health, PxP):** Stay informed of product outages, scheduled maintenance, critical issues or downtime that may impact your practice.	Every Post
	Product Releases & Updates (Mobile, Connected Health, Population Health, Virtual Visits, PxP): Stay informed of new releases, patches or updates for your NextGen Enterprise solutions.	Daily Digest
	Healthcare News & Insights: Stay informed of changes in policy and health reform. Also stay up-to-date on our Health Reform Simplified webinars.	Weekly Digest
	NextGen News & Updates: Stay informed on important news or updates related to your NextGen Enterprise solutions.	Daily Digest
NextGen Office	**Maintenance & Outages:** Stay informed of product outages, scheduled maintenance, critical issues or downtime that may impact your practice.	Every Post
	Important News, Releases & Updates: Stay informed of product releases and industry news.	Daily Digest
	Health Reform Education: Stay informed of changes in policy and health reform. Also stay up-to-date on our Health Reform Simplified webinars.	Weekly Digest
Dental	**Maintenance & Outages:** Stay informed of product outages, scheduled maintenance, critical issues or downtime that may impact your practice.	Every Post
	Important News, Releases & Updates: Stay informed of product releases and industry news.	Daily Digest
Optimization	**Maintenance & Outages (Mobile, Connected Health, Population Health, PxP):** Stay informed of product outages, scheduled maintenance, critical issues or downtime that may impact your practice.	Every Post
	Important News, Releases & Updates: Stay informed of product releases and industry news.	Daily Digest
	Product Releases & Updates (Mobile, Connected Health, Population Health, Virtual Visits, PxP): Stay informed of new releases and updates for your NextGen Healthcare solutions.	Daily Digest

Additional Email Settings

In addition to the chatter email settings for individual groups, you can adjust your notification settings for the NextGen Healthcare Success Community. To change your email settings, follow the same video listed above.

Email me when…

Follows
Someone chose to follow your posts on chatter. Follow them back to see what they are posting.
- Follows me

Posts or Likes
Someone has engaged with you or your posts. They could be saying hello, asking you a question, or showing their appreciation for your post with a like or a share.
- Posts on my profile
- Shares a post I made
- Likes a post or comment I made

Mentions, Messages, and Endorsements
Be notified when someone chats directly with you on the community or endorses you on a topic.
- Mentions me in a post
- Mentions me in a comment
- Sends me a message
- Endorses me on a topic

Comments
Someone has commented, possibly providing an answer to your question or asking a question in return.
- Comments on my status or a change I made
- Comments on a post on my profile
- Comments after me
- Comments on an item I bookmarked
- Comments on an item I liked

Note: While you can choose to turn off email completely, this is not recommended as you could miss important case updates, product downtime, and more.

#Topics

Find Success Community posts that are related to the subjects and products that matter the most to you with #Topics.
- Follow Topics to stay up to date with the latest conversations around that subject.
- Add a #Topic to your post to link it to other posts around the same subject.
- Sample topics include: #QDW #ProductRelease #UGM

Chatter Dos and Don'ts

Chatter Dos

- **Participate!** Ask Questions, share information, and engage with community members.

- **Post in Groups**. Be sure to direct your questions to the right community members in chatter groups to increase your likelihood of a response.

- **Post Best Practices**. If a technique, strategy, or solution has worked for you, please share it with other clients so that they too can be successful.

- **Be Respectful**. Even in disagreement, remember to be engaging but courteous and respectful.

Chatter Don'ts

- Post confidential or HIPAA-regulated information on profiles or public groups.

- Post obscene, indecent, hateful, offensive, defamatory, abusive, harassing, or profane material.

- Post spam, advertisements, or other soliciting materials.

- Post personal messages, jokes, or non-professional items. This is a client-facing forum.

The Online Community Manager has the right to remove any posts that exhibit these characteristics.

Frequently Asked Questions

Will the "Chatter" area be monitored by NextGen Healthcare personnel to ensure comments are appropriate and relevant to the topic?

Yes. Chatter will be monitored by the NextGen Healthcare Success Community Team to ensure that all posts are appropriate and relevant to the topic, as well as provide additional assistance in answering questions.

Is there a way to receive the questions posted and provide the answers via email rather than directly logging in to the website?

If someone mentions you or answers your question, you will receive an email immediately. You will also receive a digest email (based on your selected frequency) of the most recent activity for each group that you have joined.

There is a reply button in these emails, that when selected, will take you to the login page to access the Success Community. Once logged on, you will be directed to the post to respond.

What affects my contribution rating in my profile?

Contributions are based on comments, posts, and likes in Chatter only. Posts or comments on the Ideas page do not affect your contribution rating.