

A close-up photograph of a young woman with dark hair, wearing blue medical scrubs and a stethoscope, smiling warmly as she examines a young child with curly hair. The child is wearing a light pink shirt. The background is softly blurred, showing what appears to be a hospital or clinic setting with a window and some posters on the wall.

**MAKING HEALTHCARE  
BETTER FOR EVERYONE**

**nextgen**<sup>®</sup>  
healthcare

# EMPOWERING YOU

*To deliver high-quality, cost-effective, convenient care—today and tomorrow*

Declining reimbursement, excessive regulation, changing payment models, and meeting the expectations of consumer-minded patients—these trends present challenges to your practice, the satisfaction of your providers, and your ability to thrive and provide the best care possible.

Our goal is to become your trusted partner—together forging a better path forward along your journey to value-based care. We provide solutions tailored to your practice's specific needs. You can achieve greater profitability, improve the patient experience, deliver better outcomes, and enjoy a better quality of life.

We are dedicated to improving the lives of healthcare professionals, practice administrators, and the patients you serve. Together, we can meet the healthcare challenges of today and tomorrow.

## **BELIEVE IN BETTER.<sup>®</sup>**



*“Your patients need a better way to connect with you, and greater control of their healthcare. You need information at your fingertips, the ability to provide whole-person care, and predictable financials so you can thrive as a practice. We believe in innovations for healthier communities and better outcomes for all.”*

**David Sides**  
President and Chief Executive Officer  
NextGen Healthcare

# Most physicians agree— regulatory burden and physician burnout are only getting worse

According to recent physician surveys:

- **86% of physicians** describe the administrative burden associated with prior authorizations as high or extremely high<sup>1</sup>
- **77% of physicians** describe Medicare Quality Payment Program requirements as extremely burdensome<sup>2</sup>

Among the biggest burdens—regulations for receiving payment mandated by Centers for Medicare and Medicaid Services as part of the move toward value-based care.

**We'll help you achieve and document outcomes needed to receive optimal reimbursement under value-based payment models.**



# IMPROVE THE QUALITY AND EFFICIENCY OF CARE

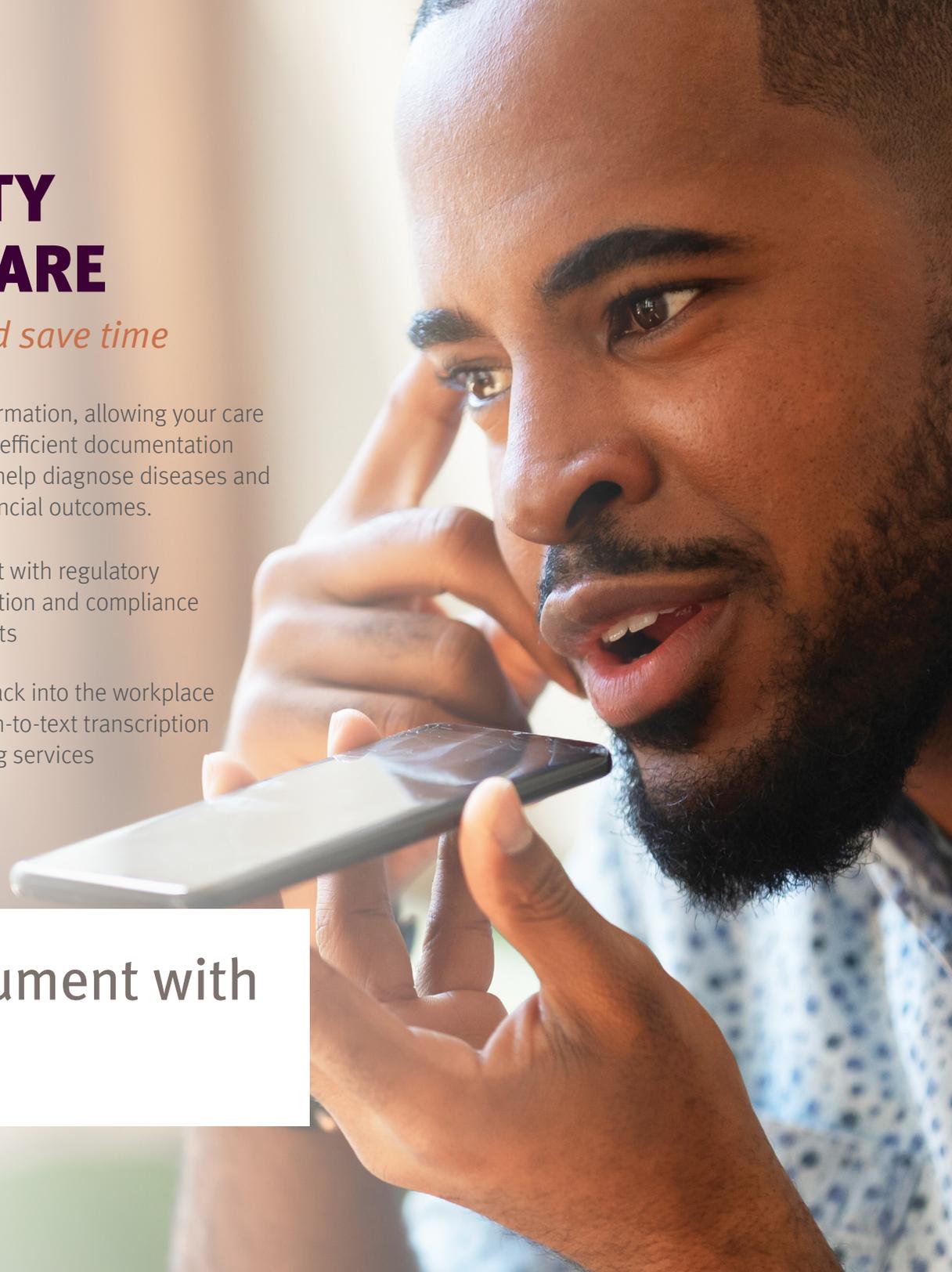
*Expand access, enhance outcomes, and save time*

Clinical solutions enable access to complete and accurate information, allowing your care team to focus on what matters most—your patients. Accurate, efficient documentation supports effective coordination of care and saves time. It can help diagnose diseases and reduce—and prevent—errors, while improving clinical and financial outcomes.

- Document with mobile, when and where you want, and save time
- Streamline clinical workflows with specialty-specific, customizable content for more than 26 specialities
- Stay current with regulatory documentation and compliance requirements
- Bring joy back into the workplace with speech-to-text transcription and scribing services

*Do your physicians document after hours?*

They don't have to. Document with speech-to-text **mobile.**



# 84% of work completed before 6pm

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Providers completed 84% of their work before 6pm, Monday through Friday, when using NextGen® Mobile to document care.

In 2021, providers dictated 2,184,211 clinical notes and uploaded 4,879,508 images to patient charts using NextGen Mobile.<sup>3</sup>

# EMPOWER PATIENTS WITH GREATER ACCESS AND AUTONOMY

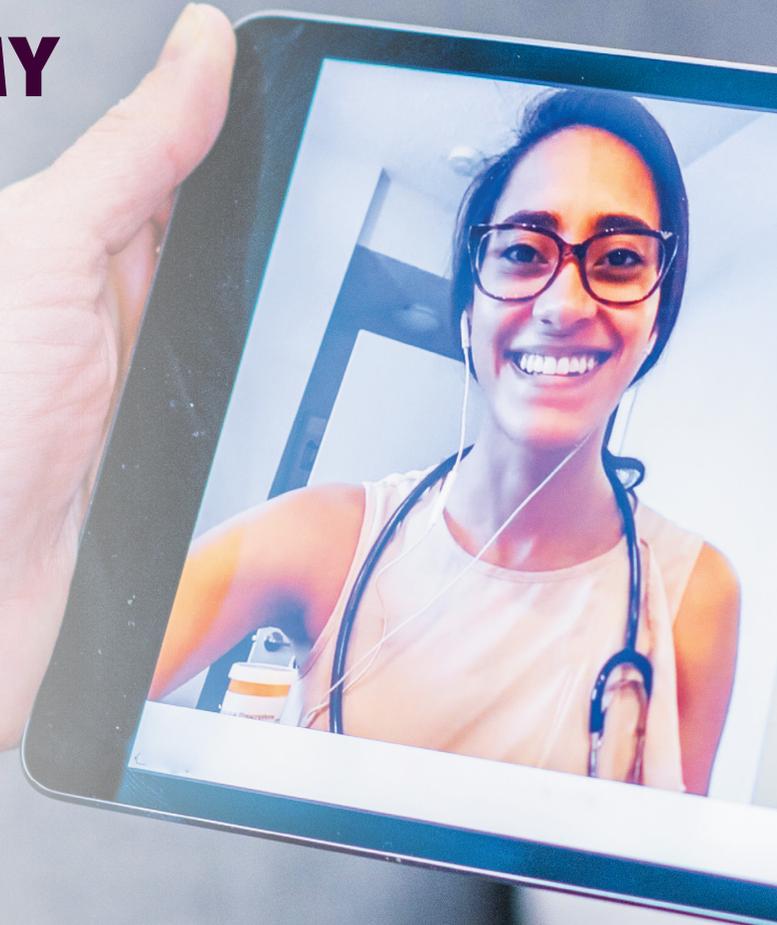
*Deliver high-quality care anytime, anywhere*

Online access is reshaping care delivery. You need a 'digital front door' that makes it easy for patients to engage with your practice and take charge of their own health. With solutions that reinforce health and safety, meet consumer demand, and advance practice efficiency you can attract new patients and increase the loyalty of existing ones.

- Make it easier for patients to engage with your practice via a robust patient engagement platform that motivates patients to participate in their health
- Strengthen patient provider relationships with virtual visits integrated with your EHR and PM systems
- Use remote patient monitoring to improve outcomes for patients with chronic care conditions
- Decrease staff time spent on tedious tasks and reduce no-shows with online patient self-scheduling, appointment reminders, bill pay, and Rx refill requests
- Reduce waiting room time by enabling patients to confirm personal information, complete intake forms, and provide insurance information online, before the appointment

*Want to provide patients more options for follow-up care?*

Supplement office visits with **virtual visits.**



# Meet higher expectations

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Patients pay more out of their own pockets for healthcare and they expect exceptional service. **What is your practice doing to ensure patients have a positive experience?**

One way to meet rising expectations—open up better avenues of communication between your patients and your practice. Tools are available to help you communicate more effectively. A patient engagement platform integrated into the EHR and practice management systems keeps your providers and office staff on the same page throughout the patient's journey.

NextGen Healthcare has enabled more than **2.5 million virtual visits** since March 2020.

# DRIVE HEALTHY, PREDICTABLE FINANCIAL OUTCOMES

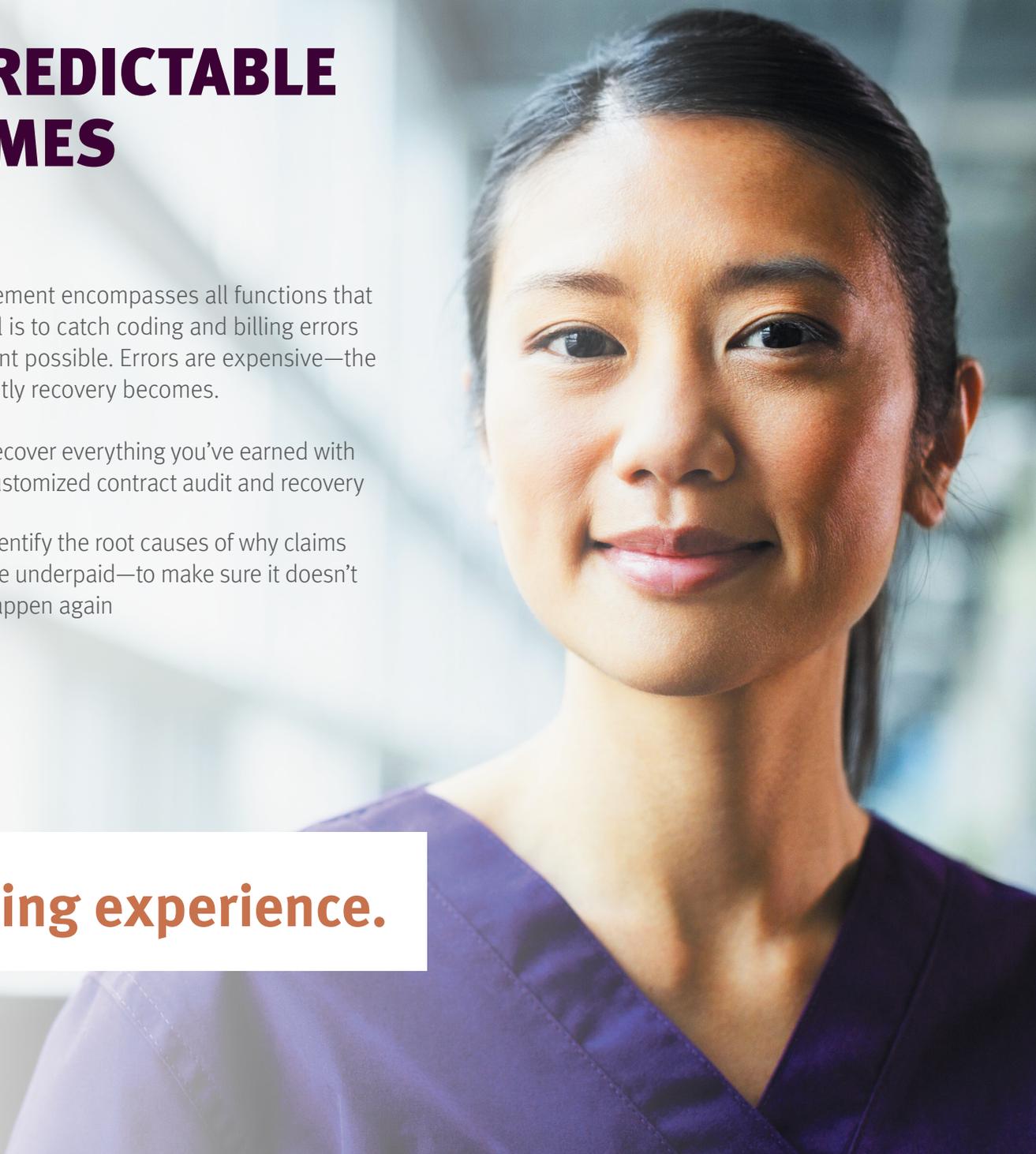
*Get every dollar you earn*

More than just billing and collections, financial management encompasses all functions that effectively capture revenue at the lowest cost. Our goal is to catch coding and billing errors as soon as we can—or prevent them to the fullest extent possible. Errors are expensive—the further an error travels through the cycle, the more costly recovery becomes.

- Provide a more informative and engaging check-in and billing experience for patients
- Automate charge creation and create custom coding rules
- Maximize financial performance with clean claims and A/R management
- Recover everything you've earned with customized contract audit and recovery
- Identify the root causes of why claims are underpaid—to make sure it doesn't happen again

*Want to strengthen patient loyalty?*

Deliver a positive **billing experience.**



# \$6.2 Billion dollars in annual charges processed by NextGen<sup>®</sup> RCM Services

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NextGen Healthcare's revenue cycle management (RCM) services supports the financial well-being of approximately 6,800 providers across the country, representing more than 460 healthcare practices.

**The standard best-practice clean claims rate is 80%. NextGen Healthcare RCM clients average a 98% first-pass clean claims rate.<sup>4</sup>**

# MANAGE RISK WITH MEANINGFUL DATA AND ANALYTICS

*Provide insights for better care*

Population health solutions gather and analyze patient data from multiple sources and deliver insights based on this data to the point of care. This helps you make better decisions and improves both clinical and financial outcomes.

- Support a full array of care management activities—extend the reach of your practice beyond the exam room
- Identify gaps in care and increase revenue by closing these gaps
- Quickly identify at-risk patients most in need of high impact interventions, build patient-specific care plans, and administer those plans efficiently
- Document achievement of measurable outcomes, as required under value-based payment models

*Need to use your practice's resources more effectively?*

Leverage your practice's data for **insight.**



# Power of analytics

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Population health analytics point you to your most vulnerable patients—the ones with the greatest need of your valuable resources.

# All about integration

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Integration of population health analytics with your EHR is the most effective way to deliver insights where they're needed—in the workflow at point of care.

With our population health solution, you can:

- **Aggregate** disparate data
- **Aggregate** data on a vendor-agnostic basis
- **Deliver** insights to the point of care

# THRIVE WITH PURPOSEFUL INTEROPERABILITY

*Meet your clinical and business goals*

Interoperability is the ability of different information technology systems to communicate and exchange usable data. In the practice of healthcare, interoperability supports your ability to work effectively with other caregivers within and across organizational boundaries.

- Access and share patient information seamlessly through a national data exchange
- Access clinical data with easy-to-activate plug-and-play APIs for easy data exchange
- Consolidate data from disparate systems for a single source of truth across your community
- Provide optimal care and remain independent, thanks to support from cost-efficient interoperability

*Want a more complete and accurate view of patient records?*

Gather all medical history, from everywhere with **connected health.**



# Interoperability matters— for clinical practice and business growth

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The ability to exchange patient healthcare data across different computer platforms—interoperability—helps you meet your patient’s healthcare needs and achieve your practice’s business goals.

- **Get a full view of the patient’s record**—Use automation to connect faster and more effectively with hospitals, healthcare systems, and regional health information exchanges.
- **Manage referrals**—Make sure patients are electronically referred to in-network providers and thereby prevent financial losses from out-of-network leakage.
- **Communicate within an Accountable Care Organization (ACO)**—The average ACO has more than 16 different EHRs operating in one small geographical region. If your practice is part of an ACO, our solutions can help you get data into and out of its systems.
- **Reduce duplicate orders**—Seamless data-exchange services work behind the scenes to prevent duplication of orders.
- **Succeed at value-based care**—If your practice participates in a value-based care plan, the ability to share clinical data is essential to achieving your business goals.

# ABOUT NEXTGEN HEALTHCARE

We believe in making healthcare better, for providers and patients alike. We're dedicated to advancing ambulatory care with innovations for healthier communities—and enabling your practice to thrive. Offering a unique, integrated and highly customizable platform for whole-person care, we stand apart in our quest for better healthcare outcomes for all.

- Ambulatory only—we create solutions for, and invest in, the distinct needs of providers of ambulatory care in the United States
- Flexible and scalable—our platform and capabilities flex to fit your practice and workflows, not the other way around
- Integrated intelligence—we deliver comprehensive solutions and insights that provide a decisive advantage for better clinical and financial outcomes and fully integrated care

## Contact us

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NextGen® Enterprise EHR 6.2021.1 Patch 79 is 2015 Edition Cures compliant and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services.

Holds Certificate No: 15.04.04.1918.Next.60.09.1.220303  
 Certification Date: March 3, 2022  
 Program: 2015 Cures Update

For additional information on tested modules and CQMs, additional software used, limitations and additional costs, please see full disclosures at:

[www.nextgen.com/certifications](http://www.nextgen.com/certifications)



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1 Jacqueline LaPointe, Prior Authorization Burden Continues to Rise, Physicians Report, Rev Cycle Intelligence, accessed March 3, 2021, <https://revcycleintelligence.com/news/prior-authorization-burden-continues-to-rise-physicians-report>.  
 2 Medical Group Management Association, Annual Regulatory Burden Report, October 2019, <https://www.mgma.com/getattachment/a6acc774-b5ce-44b1-b98c-d6dcc824db60/mgma-annual-regulatory-burden-report-.3> Data is based upon internal NextGen Healthcare sources. 3 Data is based upon internal NextGen Healthcare sources. 4 Data is based upon internal NextGen Healthcare sources.

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