



A SIMPLE GUIDE

# Unlock the Power of an Integrated Health IT Platform

Built for Community Health Centers

**nextgen**<sup>®</sup>  
healthcare

# TABLE OF CONTENTS

You have an opportunity—let us help you make the most of it....	3
11 questions for your EHR partner .....	5
Advance healthy outcomes throughout your community.....	6
The NextGen Healthcare difference for community health centers .....	7
Integrated solution for COVID-19 vaccine administration.....	9
Strike a balance between reimbursement and compliance.....	10
Our mission for community health centers.....	13

What does your roadmap to success and sustainability look like? Controlling quality and cost while improving patient outcomes may be one aspect. Reducing provider and staff burden as you expand patient access, another. Extending your service lines to include physical, behavioral, and oral health, among other specialties, second to none.

Community healthcare is evolving to meet growth in complexity among patient populations and to alleviate the burden on providers and staff. Data collection, exchange, reporting, and billing must be streamlined. Finding someone to work side-by-side with your health center to ensure that your strategy for success translates into stronger IT infrastructure is paramount.

**This E-book provides a clearer idea of how your community health center can:**

- Ease the burden on your providers and staff
- Empower your patients to engage in their health
- Identify and reach populations in need
- Document and track vaccinations
- Streamline operations and reporting



# **YOU HAVE AN OPPORTUNITY—LET US HELP YOU MAKE THE MOST OF IT**

As community health centers enter a new era of healthcare and build a more sustainable infrastructure, they must address challenges that exist under four main healthcare categories:

- Clinical
- Workforce
- Infrastructure
- Business Intelligence and Sustainability

# Community health center challenges

## Clinical: Patient and Operational Impact

- Vaccine delivery, tracking, and reporting
- Telehealth access, remote monitoring, and an “equal or better” patient experience
- Behavioral health integration—charting and sharing health data across disciplines
- Transitions in care settings and coordination with providers and public health partners

## Workforce: Losses Due to COVID-19

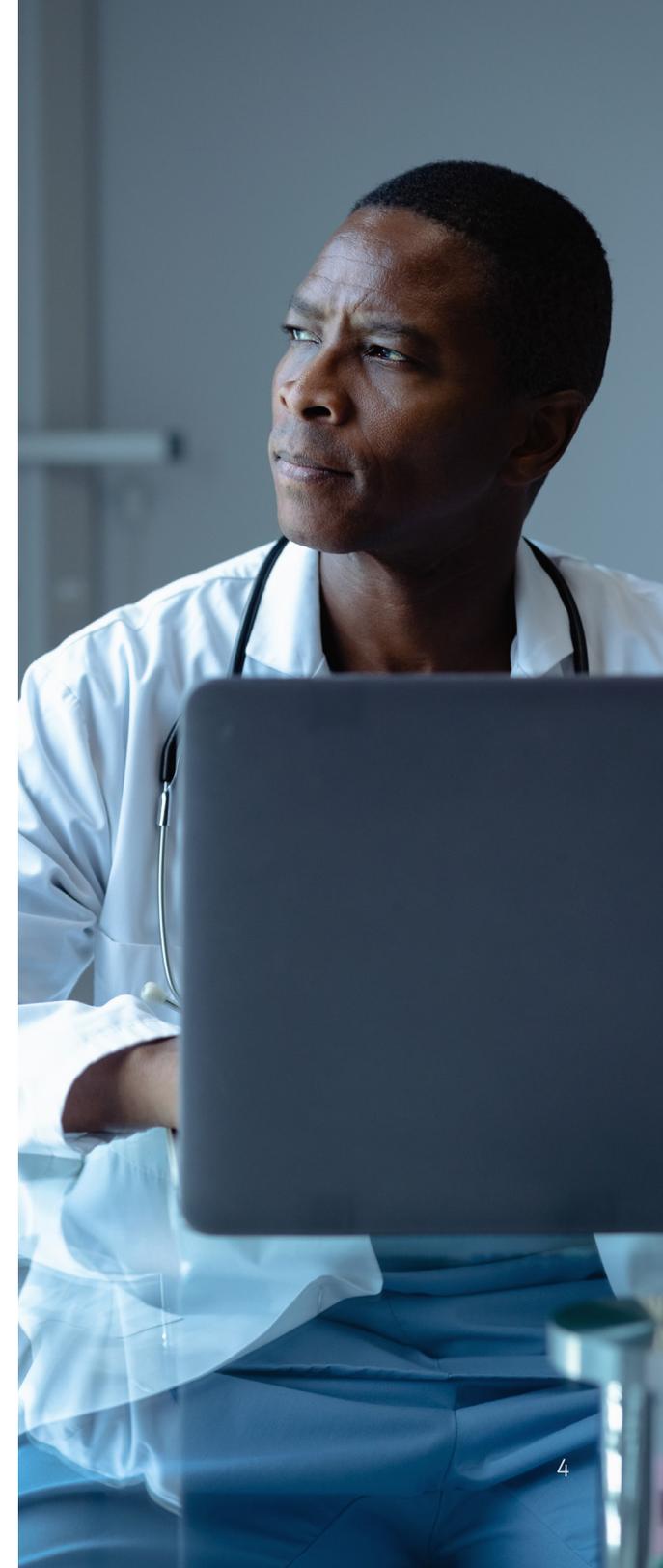
- Recruitment, retention, and mitigation of provider burnout
- Telehealth as a pathway to sustainability due to lack of available staff
- Educate, train, and support staff to implement new workflows
- EHR optimization and prevention of underutilization

## Infrastructure: IT and Capital

- Virtual care access for patients with unstable and/or no housing
- Enhanced health center data systems and reporting
- New system upgrades and enhancements—patient registries, common EHR
- Cybersecurity and cloud-hosted infrastructure

## Business Intelligence and Sustainability

- Strategic plans to address recovery and future stabilization needs
- Staff training to meet new and returning patient needs
- Population health and social determinants data to track and close social service referral loops
- Information systems to enhance data collection, interoperability, reporting, and billing



## 11 questions for your EHR partner

- 1 Does their solution provide a single patient record for physical, behavioral, and oral health?
- 2 Does their solution provide a single, integrated database between the EHR and PM systems?
- 3 Will they help scale your organization without nickel-and-diming you?
- 4 Do they offer a population health solution to aggregate and analyze patient data from multiple sources for comprehensive care management?
- 5 Can their solution be tailored to meet the specific needs of behavioral health clinicians and staff?
- 6 Is their solution interoperable? Does it allow you to seamlessly and securely share protected patient information, even with different EHRs?
- 7 Does their solution easily capture both discrete information and free text—anywhere community care is delivered?
- 8 Do they offer data analytics capabilities?
- 9 Do they provide cloud-based hosting services?
- 10 Do they offer revenue cycle management (RCM) services and solutions?
- 11 Does their solution provide virtual visit capabilities integrated into your EHR and PM?





# ADVANCE HEALTHY OUTCOMES THROUGHOUT YOUR COMMUNITY

**An EHR partner with a proven track record can offer immediate improvements for your health center that include:**

- An EHR that integrates physical, behavioral, and oral health on a single platform
- Access to a team of experts from community health centers, tribal health, and integrated care
- Multi-specialty templates and workflows for 26 different specialties
- Revenue cycle management services to reduce claim denials and increase collections
- Sliding fee schedules
- Elevated reporting efficiency with integrated UDS, IHS/NDW NPRIS, GPRA, Diabetic Audit, Ryan White, and Purchased Referred Care (PRC)
- Seamless and secure data exchange with other community health centers, hospitals, and ambulatory surgery centers (ASCs)
- Ability to document in the field or from any device using HIPAA-approved mobile technology

# THE NEXTGEN HEALTHCARE DIFFERENCE FOR COMMUNITY HEALTH CENTERS

NextGen Healthcare, a KLAS award-winning EHR vendor in 2018, 2019, 2020, and 2021 stands with you to help your health center thrive. As part of its “Operation Warp Speed” initiative, the Department of Health and Human Services (HHS) has engaged NextGen Healthcare and our industry colleagues to coordinate efforts that will help you better serve your patients, staff, and providers. Additionally, it’s our mission to help manage the health of your community and achieve other goals, such as Patient-Centered Medical Home (PCMH) certification.



Take a moment to review the solutions that are helping health centers like yours empower the transformation of ambulatory care.

## Comprehensive care solution

**NextGen® Enterprise EHR** offers complete clinical content for 26 areas of healthcare spanning physical, behavioral, and oral health. The solution includes all the productivity tools and reporting capabilities health centers need.

## High-quality healthcare—anytime, anywhere

An essential benefit for providers and patients, **NextGen Virtual Visits™** is integrated into NextGen Enterprise EHR and PM. Share your screen, pass documents, invite a third party or interpreter, and chat with your patient all within the virtual visit.

## Clear communication across the care continuum

With **NextGen® Mobile**, care teams can collaborate via a secure, HIPAA-compliant 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
- Document in the field from any device
- Text securely with colleagues

## Increase patient engagement without adding staff time

The **NextGen® PxP Portal** provides patients a gateway into your health center. Patients can communicate with you and your staff; pay bills and schedule appointments online; receive notifications, education, or vaccine reminders electronically; and have access to their medical records via any computer or smartphone. With a link from your health center's website, patients can easily schedule an appointment or vaccination even without logging into the portal.

## Risk stratification and gaps in care identification

**NextGen® Population Health** solutions provide risk stratification of your patient population, help identify gaps in care, and provide patient outreach tools. Care managers can target the highest priority patients for care team interventions and vaccinations, notify patients of care gaps, and improve population health management.

## Robust, comprehensive behavioral health content

**NextGen® Behavioral Health Suite** unites traditionally disparate data—typically contained within separate physical, behavioral, and oral health records—into one record on a single platform. Clinicians can now have a comprehensive view of a patient's record and share the information seamlessly and securely.

## Reduce time, cost, and technology barriers

**NextGen® Connected Health Solutions** allow providers to securely exchange health information and connect disparate systems across a patient's entire spectrum of care. Leverage data-driven clinical decision support and quality metrics; create effective care management processes; initiate vital outreach; and save time and money by working in conjunction with the power and reliability of NextGen Enterprise applications.

**NextGen® Managed Cloud Services** provide scalable, cloud-based hosting that reduces information technology burdens, speeds up implementations, simplifies upgrades, cuts technology costs, and provides 24/7 support.





# INTEGRATED SOLUTION FOR COVID-19 VACCINE ADMINISTRATION

Identify & reach populations in need. Empower your patients.  
Document & track vaccinations. Streamline operations & reporting.

## EASILY SHARE INFORMATION

### *Connected Health Solutions*

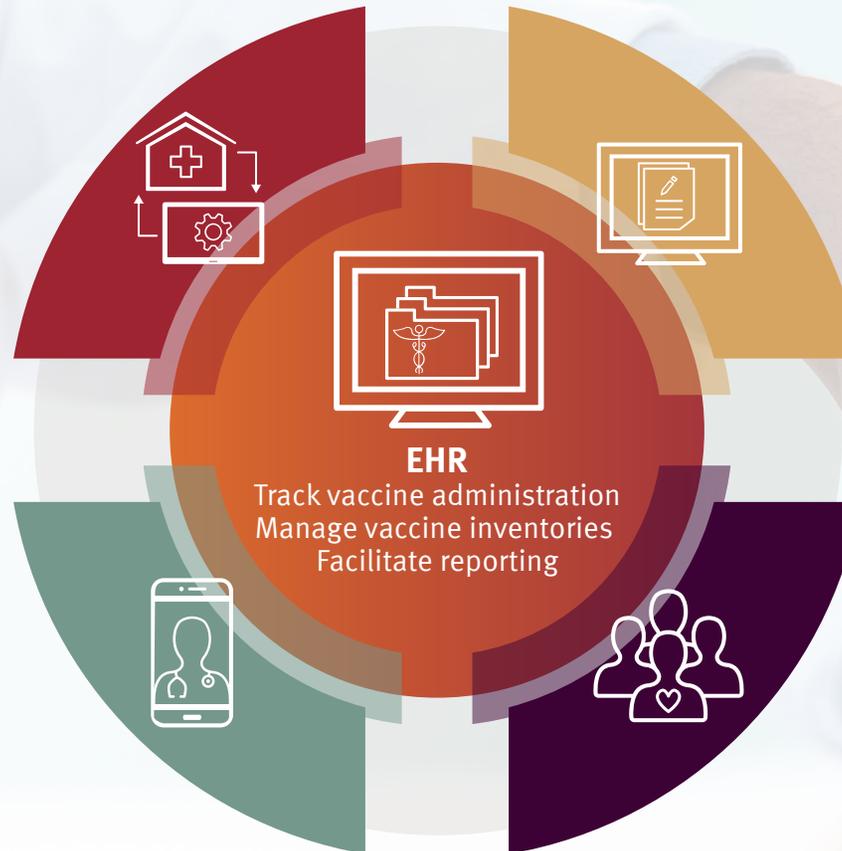
Safely share information with health organizations such as:

- Pharmacies
- Hospitals
- Clinics
- Immunization registries
- Government & public health agencies

## PARTNER WITH YOUR PATIENTS

### *Patient Experience Platform*

- Enable patients to communicate with you online
- Send notifications, education or vaccine reminders electronically
- Enable patients to self-schedule appointments & vaccinations
- Offer follow-up virtual visits



## BETTER MANAGE THE PROCESS

### *Practice Management Solutions*

- Streamline scheduling, eligibility verification & claims submissions
- Manage resource reports to support planning for high-volume vaccine administration
- Accurately handle often-complex vaccine administration CPT codes

## REACH THOSE IN NEED

### *Population Health Management*

- Identify & prioritize vaccine-eligible cohorts
- Send targeted messages when vaccines are available for second immunization

# STRIKE A BALANCE BETWEEN REIMBURSEMENT AND COMPLIANCE

## Managed Services

### NextGen® Revenue Cycle Management Services (RCMS)

With deep expertise across your entire revenue cycle and a dedicated account management model, NextGen Healthcare achieves Positive Performance in RCM, according to KLAS research.

Services include:

- Billing and collections
- Electronic claims submission and denials management
- Electronic remittance and payment posting
- Accounts receivable follow-up





**NextGen® EDI** (electronic data interchange) is a suite of automated financial management and patient engagement solutions that integrate with NextGen® Enterprise PM workflows to boost performance using end-to-end revenue cycle management tools, patient engagement technologies, and financial analytics. You can also customize solutions to suit your specific practice and business needs.

**NextGen® In-line Edits** provide automated, real-time Medicare rules, including LCD/NCD, NCCI, MU, and OCE rules with the ability to add practice payer rules. The automated edits are generated prior to claim creation, accelerating cash flow, and improving claim validity.

**NextGen® Eligibility Verification** verifies eligibility using the ANSI x12 standard with both batch and real-time integrated functionality, as well as electronic tracking of referrals and claim status.

**NextGen® EDI Messaging Solutions** automate notifications (voice, emails, and texts) to remind patients of pending appointments and enable you to easily send balance reminders, surveys, inclement weather notifications, and other important communications.

**Eligibility Self Pay** (ESP) polls your scheduled appointments where no insurance is linked and self-pay patient encounters based on user-defined criteria.

“ We're in the middle of building an interoperability platform with our city partners, and you can't do that if you don't have NextGen Healthcare. We're going to build something equitable that takes the burden off our providers. ”

**Isaiah Nathaniel**  
**Chief Information Officer**  
**Delaware Valley Community Health**

## Our mission for community health centers

- Give providers more freedom to care for patients
- Improve the patient experience and offer greater access to care
- Deliver integrated physical, behavioral, and oral healthcare
- Provide expert service day in and day out
- Help health centers grow without limits: practice, service, or specialty
- Enable providers to:
  - Receive every dollar they earn
  - Share data when and where they want
  - Manage regulatory changes



# ACT NOW. THRIVE TOMORROW.

Contact us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com)

## Make a greater impact in your community as you:

- Ease the burden on your providers and staff
- Empower your patients to engage in their health
- Identify and reach populations in need
- Document and track vaccinations
- Streamline operations and reporting