

Increase Patient Engagement, Loyalty, and Satisfaction

NextGen® Patient Self-Scheduling

NextGen Patient Self-Scheduling helps provide convenient and flexible access to care, while reducing phone volume, patient wait times, and staff fatigue.

This highly configurable, real-time online scheduling solution connects directly to your practice management system.

Features:

- Enables step-by-step scheduling on a web enabled device
- Allows providers to control the appointment types that are available for online scheduling.
- Supports practice scheduling templates, based on provider, staff or other resources (e.g. flu clinic, dentist chair, mammogram, etc.)
 - Includes link directly from your practice website to speed up the scheduling process
- Provides configurable business logic to direct patients to correct appointment type, location, provider, and resource
- Features Spanish language support
- Offers login-less/guest access for existing and/or new patients
- Builds logic for the next available date and same day scheduling
- Sends email or text reminders for appointments, including ones not scheduled online
- Processes appointment confirmations, rescheduling, and cancellations at the time of the email/text reminder (as allowed by your practice)
- Integrates with athenahealth Centricity (formerly known as GE Centricity), Greenway PrimeSuite, and NextGen® Enterprise PM

Benefits:

- Improves clinical and financial outcomes by filling gaps in schedule
- Offers convenience and 24/7 appointment access and management for your patients
- Saves staff time
- Decreases front-desk call volume
- Reduces no-shows
- Achieves efficiency in times of crisis and calm

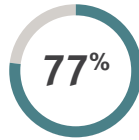
Did you know?



of patients appreciate being able to schedule, change, or cancel appointments electronically¹



annually missed appointment-related costs that impact the U.S. healthcare system²



of consumers have a positive perception of a company that sends them text reminders³



“Allowing our patients to schedule from our website or in our patient portal has been a win-win for KSF Orthopaedic. NextGen Patient Self-Scheduling is one of the best solutions we have ever implemented.”

Kevin Harris

IT Director
KSF Orthopaedic Center

¹ Insight Driven Health, infographic, Accenture, 2016, https://www.accenture.com/t20170412T080633Z__w__/us-en/_acnmedia/PDF-6/Accenture-Patient-Engagement-Digital-Self-SchedulingSet-Explode-Healthcare-Over-Next-5-Years.pdf ² Missed Appointments, Missed Opportunities; Tackling The Patient No-Show Problem, Forbes, October 6, 2019, Sachin H. Jain, <https://www.forbes.com/sites/sachinjain/2019/10/06/missed-appointments-missed-opportunities-tackling-the-patient-no-show-problem/#68d779be573b> ³ Harris Poll: Customers Prefer SMS Over Phone for Many Tasks, It's Official, September 2, 2018, <https://onereach.ai/harris-poll-customers-prefer-sms-over-phone-for-many-tasks-its-official/>

BETTER STARTS HERE.

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