Make Patient Engagement Stress-Free for All

NextGen® Patient Engage powered by Luma

Automate your pre-visit workflow and eliminate the hassle of information collection. Instead of welcoming patients with forms and clipboards, create the simple and convenient experience that intake should be—for both patients and staff.

Features that will transform your patient experience

Actionable appointment reminders—send reminders in more than 20 languages enabled by Luma's AI and Natural Language Processing (NLP) that can understand conversational responses. Patients can directly confirm and cancel appointments from reminders.

Patient-centered communications—allow your patients to easily chat with staff and provide additional information. Your care team can also send broadcast messaging to patient populations.

Mobile patient intake—save time collecting United States Core Data for Interoperability (USCDI), demographics intake, and administrative and clinical PDF forms. Unlimited messaging helps coordinate contactless patient intake.

Seamless payment processing—collect balances more efficiently and help patients understand their bills through integration with NextGen® Pay powered by InstaMed. Patients can know what they owe, pay copays and outstanding balances before appointments.

Better integration—keep NextGen® Enterprise EHR as the source of truth with structured patient data captured within clinical templates.*

*Prerequisites

NextGen Enterprise EHR version 6.2021 or higher and Instant Medical History (IMH) are required to capture structured patient data within clinical templates. NextGen Integration v2.6.0 or higher and NextGen Pay are required to collect copays and balances.

Why wait?

Your patients and staff expect a better healthcare experience. Let NextGen Healthcare and Luma help your practice orchestrate an optimal patient journey.

How It Works

Josiah, 22 | College athlete
Experiences knee pain after soccer practice.

1. **Automated outreach before appointments**

2. **Easy way for patients to complete paperwork**

3. **EHR pushback**
   based on discrete EHR integration

4. **Zero-contact check-in**

> Josiah, your appointment with Dr. Basu is Tuesday 12/2 at 9AM. Respond YES to confirm or NO to cancel.

> Yes

> Please complete your intake paperwork before you arrive: http://hayesvalley.link.com

> Hi Josiah, we're looking forward to seeing you for your appointment at 9AM. When you arrive, reply HERE and wait in your car while we check you in or give us a call at +(415)555-4522 to schedule your appointment. We look forward to seeing you soon!
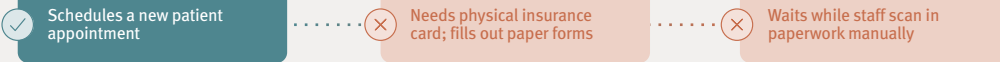
For your patients

Before an appointment, patients receive reminders to confirm or cancel. After confirming, patients are sent forms tailored to their visit, such as digital HIPAA, consents, and clinical questionnaires. They can also upload insurance information, make payments, and complete other tasks.

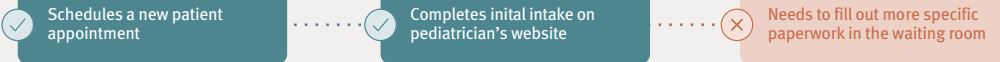Upon arrival, contactless check-in lets them head right back to the visit room.

Nia, 44 | Photographer, Mom of 2
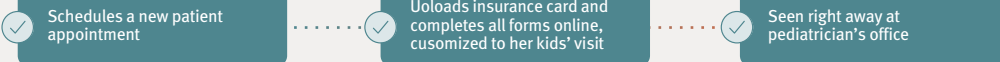Establishing care with a new pediatrician.

GOOD

| Schedules a new patient appointment | ✕ Needs physical insurance card; fills out paper forms | ✕ Waits while staff scan in paperwork manually |

BETTER

| Schedules a new patient appointment | Completes inital intake on pediatrician's website | ✕ Needs to fill out more specific paperwork in the waiting room |

BEST

| Schedules a new patient appointment | Uoloads insurance card and completes all forms online, cusomized to her kids' visit | Seen right away at pediatrician's office |

For your staff

When a patient cancels an appointment, it's automatically removed from the schedule. When a patient confirms, they automatically receive the right intake forms, and their responses are sent to NextGen Enterprise EHR & PM automatically.

BETTER STARTS HERE.

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

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