Let Patients Schedule the Way They Want

NextGen® Self-Scheduling powered by Luma

Free up your staff from hours on the phone. Meanwhile, save patients time and give them a better scheduling experience. With NextGen Self-Scheduling patients can easily make appointments online.

Benefits

Full schedules and higher revenue—Offering open slots helps patients get in for the care they need while filling your schedule.

Time savings for staff—When patients can self-schedule, staff spend less time managing appointments over the phone. Your staff can proactively participate in patient education and help patients with more complex needs instead.
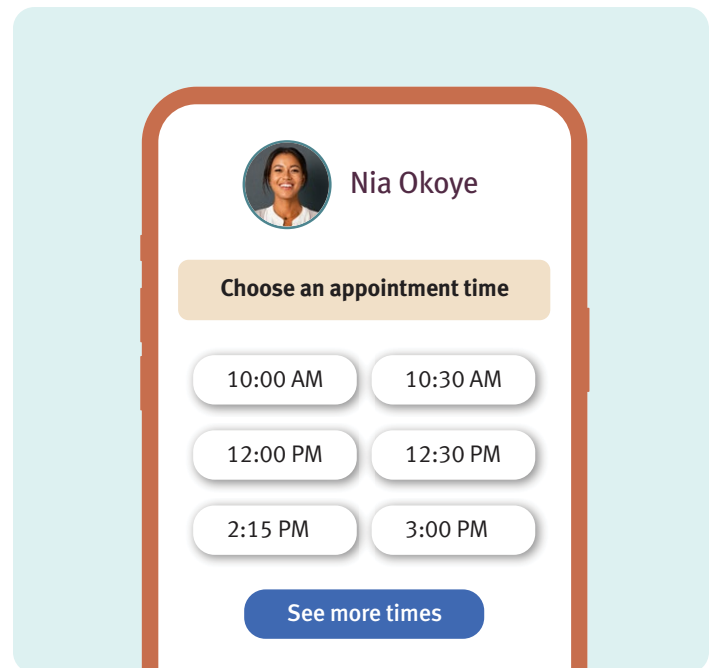
More convenience for patients—It takes about 8 minutes to schedule an appointment over the phone, and 63% of the calls are transferred at least once. With web and text message-based scheduling, patients can more conveniently and easily schedule with your practice.

Patient Scheduling

- Text and web scheduling
- Actionable reminders
- Referrals
- Cancellation management
- Smart waitlist

Why wait?

When people can schedule appointments 24/7, it's a win-win for everyone. Your practice saves time while your patients receive more convenient and personalized care.

Nia Okoye

Choose an appointment time

10:00 AM	10:30 AM
12:00 PM	12:30 PM
2:15 PM	3:00 PM

See more times

nextgen® healthcare

How It Works

Ruth, 74 | Retiree

Out of town visiting grandchildren and can't make original appointment time.

1. **Text-based reminder**

2. **Easy cancellation**

3. **New appointment offer**
   Additional option to offer specific available times

4. **Added to waitlist**

Hi Ruth, you have an appointment on July 26th at 2:30 PM with Dr. Potluri. Respond YES to confirm or NO to cancel.

No

Ruth, your appointment is cancelled. Click here to book a new time: http://hayesvalley.schedule.com

Thank you for scheduling with Dr.Potluri on August 15 at 8:00 AM. Need a sooner time? Respond YES to be notified when a new slot is available.

Yes

Simple waitlist capabilities—If a patient needs something sooner, signing up for the waitlist is quick and easy with the Smart Waitlist add-on module for NextGen Self-Scheduling. The patient is automatically notified when they're eligible for a sooner appointment time.

Text and web scheduling—Rules-based, PM/EHR-integrated scheduling guides patients to the right appointment time with the right provider. NextGen Self-Scheduling integrates with the appointment book in NextGen® Enterprise PM.

Automated reminders—With NextGen® Patient Engage powered by Luma, patients can easily confirm, cancel, and reschedule their appointments.

No-stress cancellation management and rescheduling—If a patient responds to a reminder that they can no longer make the appointment, an option to reschedule and choose a new time is automatically sent.

Add on these modules for even more powerful workflows integrated with NextGen Self-Scheduling

NextGen® Waitlist—Patients on the waitlist automatically get offers that match the appointment type they want.

NextGen® Referrals—Interactive notifications let patients know when they've been referred to your practice, allow them to book an appointment, and provide real-time confirmation. Providers are also in the loop at every step.

NextGen® Social Front Door—Let new and returning patients schedule from your Google My Business profile.

Actionable reminders—Automatic, customized reminders integrated with your EHR schedule get more patients in the door and reduce no-shows. With multilingual reminders and Natural Language Processing (NLP), you can reach more patients and understand a variety of responses. Actionable reminders are featured in NextGen® Patient Engage powered by Luma.

BETTER STARTS HERE.

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

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