

# NextGen Patient Experience Platform Capabilities List

A complete solution for patient engagement

NextGen® Patient Experience Platform includes the following solutions: PxP Portal, Pay, Patient Self-Scheduling, Patient Engage, and Virtual Visits. Combined, **they extend more value than any individual component.** With a single platform, you can boost practice efficiency and empower patients.

## NextGen® PxP Portal

**This HITRUST Certified and HIPAA-compliant solution consists of the following capabilities:**

- Automatic invite to enroll
- User-driven username and password recovery
- Parent and caregiver access for dependents' accounts
- Secure two-way messaging with attachments
- Past and upcoming appointment display and appointment requests
- Patient health record
- Lab and test results
- Patient education
- Medication list and prescription renewal request
- Patient forms
  - General registration<sup>1</sup> (demographic and clinical data)
  - Other custom forms flow over as PDFs attached to patient's chart in the EHR

## Practice Customizations/Configurations:

- Customizable branding of the portal—logo and color theme
- Practice specific information (contact information, reference links, etc.)
- Bulk messaging for announcements, closures, etc. (to display in the portal or send via email)
- Custom standard message responses
- Email customization—logo, color scheme, and messaging

## PxP Portal + NextGen® Pay powered by InstaMed

*This PCI-DSS Level-1 certified solution includes all the above, with the addition of the following capabilities:*

- Guest pay (pay via web link without logging in)
- Online bill pay—view and pay balance from the portal
- One-time credit card and bank account payments
- Credit cards and bank accounts securely saved on file for future payments
- Real-time balance presentment
- Access to electronic statements
- Access to patient initiated payment history, including receipts
- Payments flow automatically into the practice management system to be reconciled

## PxP Portal + Pay + *NextGen*<sup>®</sup> *Patient Self-Scheduling*

*Includes all the above, with the addition of the following capabilities:*

- Real-time online appointment scheduling
- Patients can jump to the first available appointment
- Guide patients to appointments by provider or provider groups, specialties, and locations
- Embedded Google Maps for convenient directions
- Text and/or email appointment confirmations
- Reduce barriers by removing login requirement
- Reschedule and cancel appointments online

### **Practice Configurations:**

- Practice branding for color theme and logo
- Configure rules for new and existing patients, age, gender, appointment type, provider, and location
- Add provider headshots
- Generate links that take patients straight to a pre-filtered view of available appointments



## PxP Portal + Pay + Patient Self-Scheduling + *NextGen Virtual Visits*<sup>™</sup>

*Includes all the above, with the addition of the following capabilities:*

- Secure video/audio platform
- Configurable text/email confirmations and reminders
- Flexible support staff functionalities to mimic in-office workflows
- Patient's device and connection test prior to visit
- In-visit chat
- Optional pay and/or copay prior to appointment with NextGen Pay<sup>3</sup>
- Document sharing
- Screensharing (provider side only)

### **Practice Customizations and Configurations:**

- Customizable email branding
- Customizable messaging for both email and text communications
- Configurable timeframe for email and text reminders
- Configurable intake questions based on appointment type
- Patient guest add (ability to turn on/off)

### **Integrations:**

- EHR/PM
- Patient self-scheduling
- Payment option available through NextGen Pay
- Instant medical history
- Interpretive services vendors
- Connects to a limited number of third party intake vendors

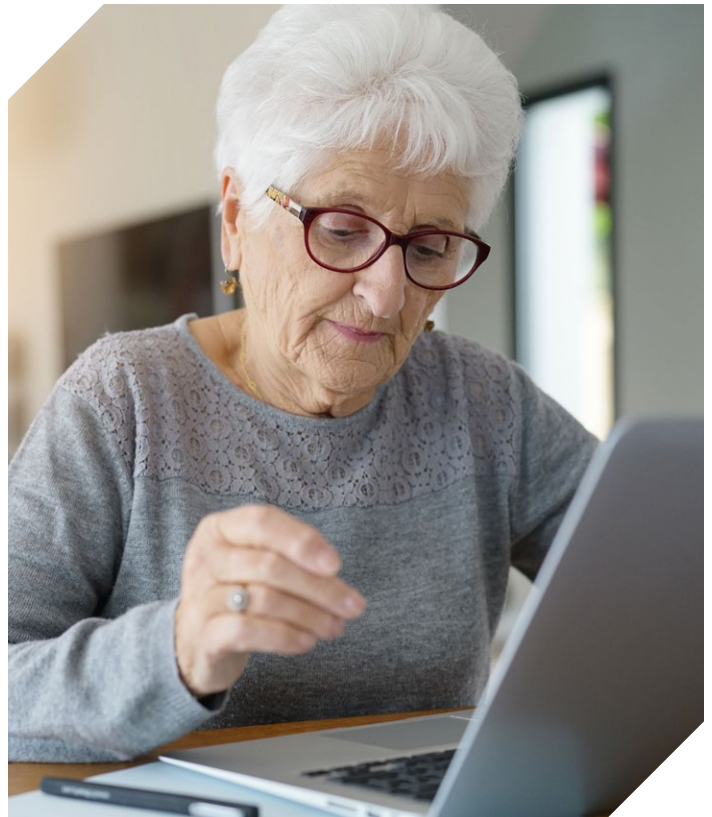
# PxP Portal + Pay + Patient Self-Scheduling + Virtual Visits + *NextGen*<sup>®</sup> Patient Engage

*Includes all the above, with the addition of the following capabilities:*

- Text/email reminders with linked directions to practice location
- Use broadcast messaging (send patients urgent messages at a moment's notice)
- Confirm appointment (populates in NextGen<sup>®</sup> Enterprise PM)
- Update patient demographics<sup>1</sup>
- Enable insurance card capture (photo or manually entered)<sup>1</sup>
- Optional pay, copay and/or balance prior to appointment with NextGen Pay<sup>2</sup>
- Complete patient forms
- Provide curbside check-in (allow patients to notify the practice of their arrival before entering the office)

## **Practice Customizations and Configurations:**

- Customizable branding—logo
- Configurable patient forms based on appointment type
  - Other custom forms, such as consent forms, flow in as a PDF attached to patient's chart in the EHR/PM
- Multiple configurable email/text cadences for reminders/confirmations (English or English/Spanish)



## BETTER STARTS HERE.

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

**1** Populates in NextGen<sup>®</sup> Enterprise PM after reconciliation. **2** Automatically populates into NextGen Enterprise PM to be reconciled. **3** Practice users can confirm charge at the end of a visit.

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