



NextGen Enterprise Spring 21

Update for NACHC

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NextGen[®] Enterprise Spring '21

Much more than a regulatory release



New Patient Experience Platform
Better patient access



Improved Usability
Enhanced SOAP, Intake and more



Integrated Virtual Visits
Meet patients remotely & bill visits easily



New Mobile Documentation Options
View dictations on SOAP, capture signatures



New APSO Document
Visit summary highlighting most important info



Patient Cost Estimation
Determine Patient Responsibility from PM



Redesigned Claim Status
Enhanced claim adjudication information



Import Lab Results from C-CDAs
Structured data for longitudinal care



Advanced Interoperability
FHIR APIs, SMART on FHIR, USCDI v1



Population Health Intelligence
Insights at the point-of-care, redesigned

NextGen Enterprise Spring '21 snapshot

- There are 67 clients live on Spring '21
 - 8 of these are large clients (100+ providers)
- 40 of these are live using PxP Portal
 - 36 converted from legacy portal

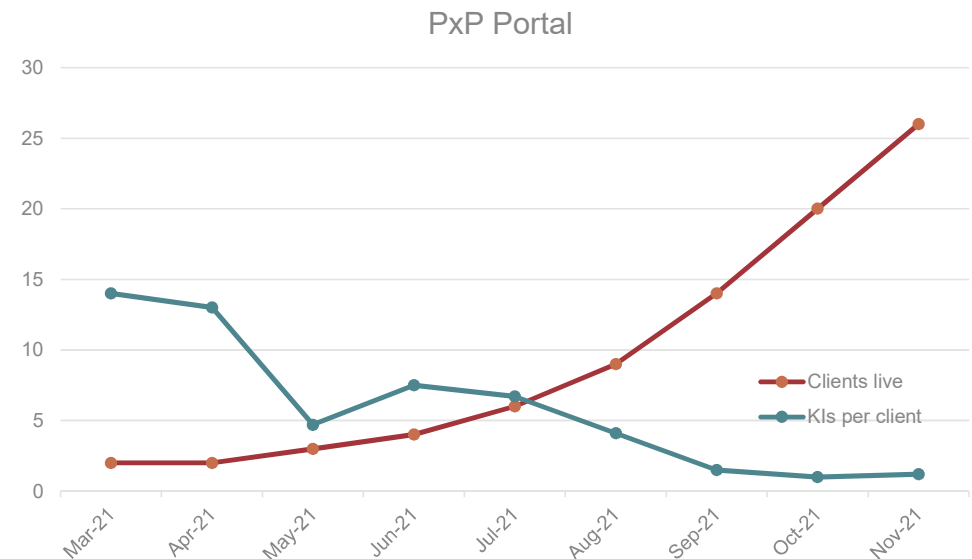
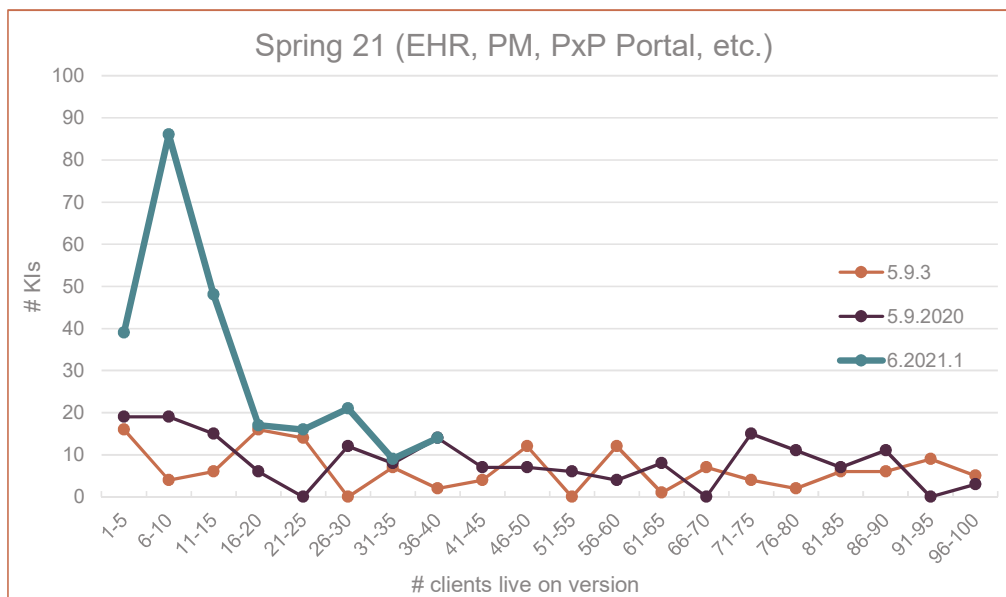
“Spring '21 was Daymark’s 4th major NextGen upgrade. Despite having a heavily customized environment, this upgrade was the easiest and quickest to apply. We see improvements with both efficiency and compliance.

Patients enrolling in the new portal are reporting that it is far more intuitive and easier to navigate.”

*- Jerold Greer, CIO
Daymark Recovery Services*

Known Issues

- Most KIs in new feature areas of Spring 21, esp. PxP Portal / EHR integration and Enhanced Templates
- After initial challenges, now back to historic norms for KI reporting
- Significant resources deployed for rapid KI resolution



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Targeted Reliability Areas

Reliability Area	Description	Possible Issues	NextGen outcomes metrics
Server-Side Performance	Improve server-side performance degradations caused by peaks in Portal activity	Slow page load times for patients	<ul style="list-style-type: none"> No slowdowns for 30 days Average page load < 4 secs as reported by Google Analytics
Data-Synchronization Resiliency	Reduce Instances of failed data syncing	<ul style="list-style-type: none"> Sporadic incorrect enrollment status in PM/EHR invitations not making it to Portal Messages not showing up Missing health record notifications, etc. 	<ul style="list-style-type: none"> No reports of these issues for 30 days
Service Fault Tolerance	Improve error handling so that client-side services can recover from error conditions	Agent is down	<ul style="list-style-type: none"> Pass internal stress testing No unplanned environmental services outages for 30 days
Large Batch Performance	Improve handling of large data sets through re-architecture	Bulk enrollment failed due to individual patient account error	<ul style="list-style-type: none"> Pass internal stress testing Batch processing continues after individual failure in all batch processes

Top 10 Reasons to use the PxP Portal



Easy-to-use for patients

Any device, clear design, accessible



Streamlined enrollment experience

Invited to fully enrolled in under 2 min



Family and caregiver-friendly

Simple, controlled access



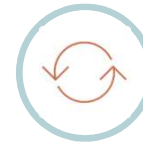
Your practice's front door to the web

Custom theming, notifications, messages & more



Secure 2-way messaging with attachments

Automated routing, delegation; bulk send



Patient-initiated demographic and history changes

Review before import into EHR/PM



Powerful online appt scheduling

*Direct patients to the right appointment
(with Patient Self-Scheduling)*



Online bill pay

*View/pay from Portal or use Guest Pay
(with NextGen Pay)*



Secure

HIPAA-compliant, HITRUST certified



Platform for the future

Seamlessly integrated, building Better

Top 10 Reasons to use the PxP Portal



Easy-to-use for patients

Any device



NEW! Chinese language support (traditional & simplified)



Streamlined enrollment experience

Invited to self-enroll



NEW! Text notification of enrollment message



Family and caregiver-friendly

Simple, intuitive



NEW! More granular Care Manager permissions



Your practice's front door to the web

Customizable



NEW! Migration to NextGen ChatNow



Secure 2-way messaging with attachments

Automated responses



NEW! Increased attachment size to 10MB per message



Patient-initiated demographic and



NEW! "Add to Calendar" option for Appointments



Powerful online appt scheduling



NEW! Self-serve patient education from main dashboard



Online bill pay



NEW! Enhanced view of patient medications



Secure



NEW! Improved pharmacy search



Platform for the future

Seamlessly integrated, building Better

Continuous Refinement of Upgrade Experience

Large, dedicated team upgrading clients to Spring 21

- New Center of Excellence for upgrades, hire of Bradley Craig
- New approach to upgrades, new tools, leveraging AWS cloud, etc.
- Broadening dedicated cross-product subject matter expertise

Predictable Results

- Raising stability bar
- Focus on high-impact, integrated workflows
- Increasing beta & early adopter sites

Positive Momentum

- Over 70% of Community Health Clients have either completed or are in process of upgrading to Spring '21
- Overall upgrade experience of exiting clients 7.5 out of 10

“The Spring '21 upgrade team was superb! They were organized, knowledgeable, open to any requested item—no matter how small—and willing to solve any issue. Follow ups were outstanding... they didn't just check us off after go-live to support, they made sure we were ready before releasing us. Thank You! Thank you! Thank You!”
- Luz Amaro, Health Information Manager
Coastal Health & Wellness

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