



NextGen Healthcare Announces New Patient Experience Platform with Integrated Virtual Visits

March 17, 2020

Integration of Medfusion and OTTO video health visits results in advanced patient access and engagement capabilities

IRVINE, Calif.--(BUSINESS WIRE)-- [NextGen Healthcare, Inc.](#) (Nasdaq: NXGN), a leading provider of ambulatory-focused technology solutions, today announced that [NextGen® Patient Experience Platform](#) is now available. Through the recent acquisition and integration of Medfusion and OTTO Health, NextGen Healthcare can now provide next generation patient access and engagement capabilities as a natural extension of NextGen Enterprise, the company's award-winning Electronic Health Records (EHR) and Practice Management solution. The platform already processes more than 50 million transactions annually for more than 16 million patients and 41,000 providers in hundreds of practices across the country.

NextGen Patient Experience Platform includes:

- Integrated virtual visit capability
- A modern patient portal with an attractive, easy-to-use interface designed to operate on any device
- Rules-based patient self-scheduling
- Patient intake and customizable intake forms
- Mobile-optimized check-in and patient payments
- Secure patient and health team messaging
- Patient satisfaction and survey tools
- Personalized outreach and patient education
- Online patient payment processing

While the platform was developed to modernize and improve the efficiency of routine interactions between providers and patients, it is extremely well-suited to assist healthcare practices in dealing with the rapidly developing COVID-19 virus outbreak. NextGen Patient Experience Platform's telehealth and virtual visit capability addresses emerging use cases such as: online consultations to help keep patients home who are not at risk, improved accessibility for patients with limited mobility, expanded after-hours patient care, and cloud-based access for physicians and patients anywhere and on any device. The platform also enables healthcare professionals to manage and refill medications, provide virtual follow-up visits, and review lab results, x-rays and ultrasounds.

"As a trusted partner for ambulatory practices nationwide, we're diligently working to provide innovative products and services, such as high-fidelity virtual visit functionality, to improve patient engagement and outcomes," said John S. Beck, Chief Solutions Officer and Executive Vice President for NextGen Healthcare. "In these extraordinary times, it's our privilege to deliver technology that helps practices combat COVID-19 while minimizing risk to both patients and providers."

About NextGen Healthcare, Inc.

We empower the transformation of ambulatory care—partnering with medical, behavioral and dental providers in their journey to value-based care to make healthcare better for everyone. We go beyond EHR and PM. Our integrated solutions help increase clinical productivity, enrich the patient experience, and ensure healthy financial outcomes. We believe in better. Learn more at [nextgen.com](#), and follow us on [Facebook](#), [Twitter](#), [LinkedIn](#) and [Instagram](#).

View source version on [businesswire.com](#): <https://www.businesswire.com/news/home/20200317005744/en/>

Tami Stegmaier
NextGen Healthcare, Inc.
(949) 517-2380
tstigmaier@nextgen.com

Source: NextGen Healthcare, Inc.