

THE FUTURE IS MOBILE

# Your Guide to NextGen Mobile

Document care your way and  
break free from the EHR



nextgen<sup>®</sup>  
healthcare

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## Introduction

NextGen® Mobile, integrated with NextGen® Enterprise EHR, makes delivering and documenting care easier. Access information and perform tasks in the EHR on a mobile device, from anywhere at anytime. Both Apple (iOS) and Android devices can be integrated with the EHR using NextGen Mobile.

“NextGen Mobile is a fantastic tool for physicians and advanced practice clinicians to use. It really does help us to see patients quickly, efficiently, and effectively in many different settings.”

**Brian Heimer, MD**

Medical Director of Virtual and Digital Health  
American Health Network, part of Optum

# 5 GOOD REASONS TO GO MOBILE

## ① Reduce provider burnout

Medical practices across the United States are being ravaged by provider burnout. A significant contributor to this phenomenon is excessive documentation demands and the length of time spent at the EHR.

NextGen Mobile reduces time spent in front of the EHR. Implementing mobile greatly reduces the need for after-hours charting and can eliminate it altogether—which translates into a lower risk of burnout for physicians.

## ② Increase flexibility and freedom

Imagine you are at home or at a sporting event and an urgent patient call comes through. With NextGen Mobile, you can access the patient record from your cell phone without a complex VPN login process. In many cases, you'll be able to address the patient's needs from your cell phone without having to return to the office or log into a desktop or laptop computer.

## ③ Max out efficiency

Mobile technology is being used more and more in the administration medical practice. Providers and staff are discovering ways to use mobile to meet the day-to-day demands of their work more easily. Here's one example: Front desk staff use the scanning feature in NextGen Mobile to scan documents into the patient chart because it's faster and easier than using the full-sized scanner that sits in the back office.

## ④ Finish faster—and with greater accuracy

NextGen Mobile opens the door to many options for better, faster, easier documentation. Mobile facilitates documenting the patient encounter by dictation rather than typing on a keyboard. Using dictation software is faster than typing. Furthermore, dictation software today is more accurate than ever.<sup>1</sup> For more information, see [Document your way >](#)

## ⑤ The future is mobile

Mobile devices are getting better, faster, and more powerful. NextGen Healthcare continues to add functionality and clinical workflows to its mobile offering. You may be pleasantly surprised by how many administrative tasks you can tackle with your cell phone and how much faster and easier it is than desktop. It won't be long before providers will have the option to use NextGen Mobile as their main documentation solution. Get on board now.



## CHAPTER 2

# TAKE A LOOK INSIDE NEXTGEN MOBILE

## Hub

This is the first screen you will see when you open NextGen Mobile. Think of the hub screen as your main to-do list. It includes the provider approval queue (PAQ), medication tasks, other clinical tasks, and charges.

### Customizable components

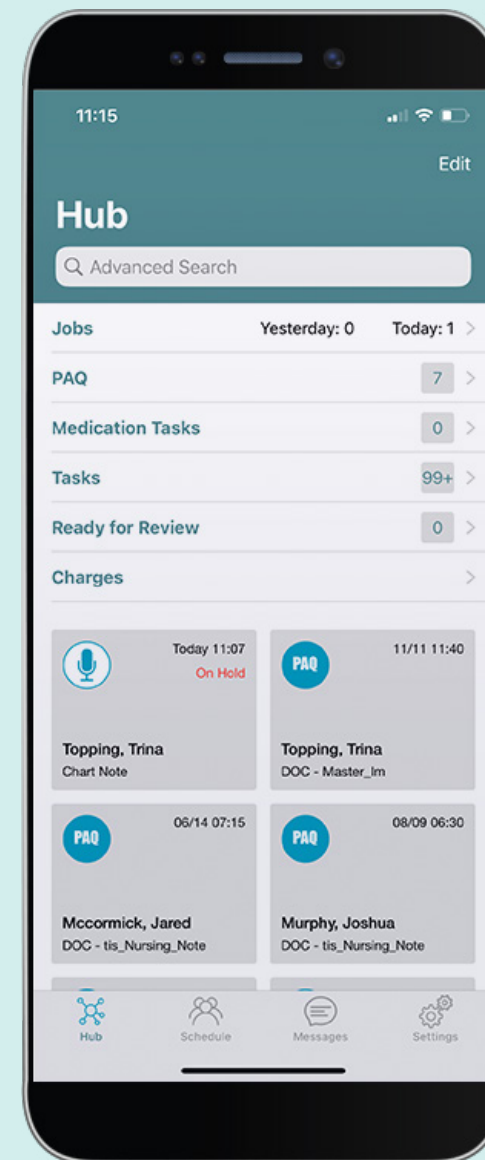
The components on the NextGen Mobile hub are customized to meet the needs of your medical practice. You tell us which fields from templates in NextGen Enterprise EHR you use most frequently and we incorporate them into your mobile hub as part of set up.

### Provider Approval Queue

This module allows you to review documents, images, and orders, approve them, reassign them, or reject them, and add comments. You can also assign tasks to staff from within the mobile PAQ.

### Medication tasks

This includes items such as approvals for refills and renewals from the pharmacy. Note that within NextGen Enterprise EHR, medication tasks and other tasks are grouped together within the clinical tasking module. In NextGen Mobile, medication tasks are separated from other clinical tasks.



The hub screen—the first thing you see when you open NextGen Mobile.

## Tasks

This option includes clinical tasks except for medication-related tasks. You can open each task, view any attachments, and review and accept or reject tasks, as you can in the EHR.

## Charges

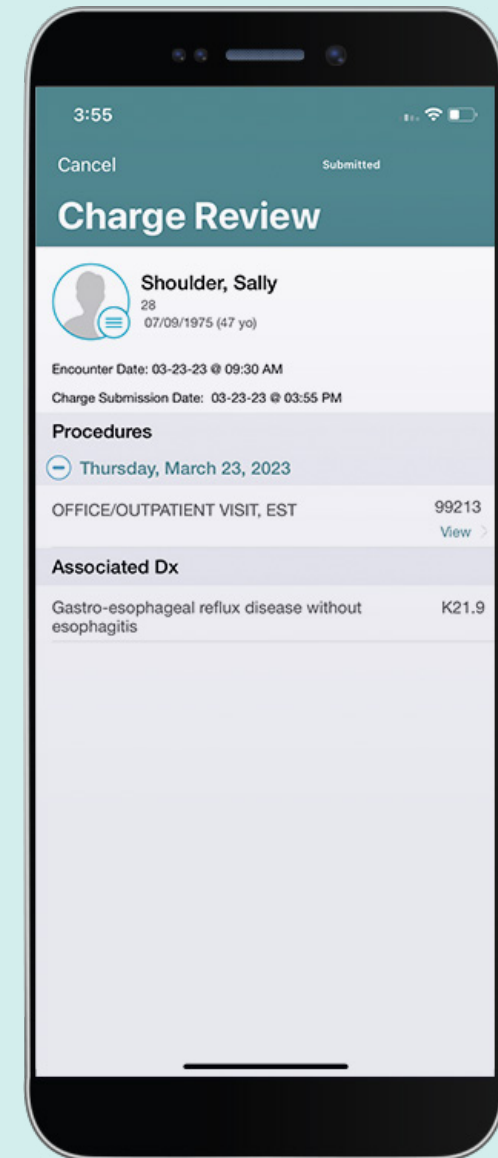
Here you can add the medical billing codes such as procedure (CPT) codes and diagnosis (ICD-10-CM) codes. If you don't know the code, you can find it through a simple, text based search. This information flows to the practice management (PM) system to be sent to insurance payers.

## Capturing charges for patients not in the EHR

With NextGen Mobile, you can enter charges for patients who aren't in your practice's computer system. In other words, you can enter charges even if there's no chart for the patient in the EHR.

This feature is useful when providing inpatient care; if you are covering for a colleague in a hospital, for example, and visit a patient who's not part of your usual practice, you can capture the charges. It's also a useful feature when participating in community outreach such as care for the homeless.

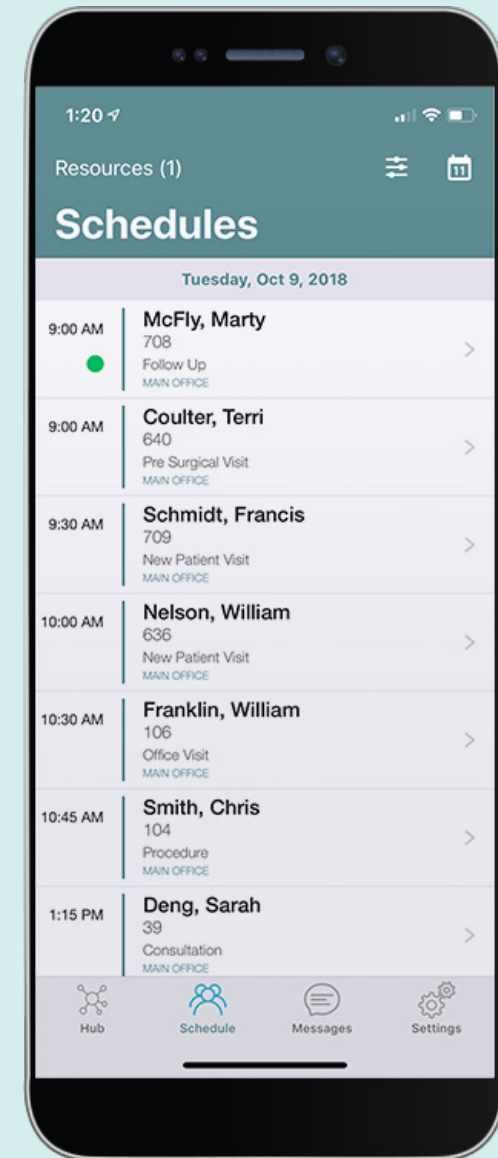
You can also use NextGen Mobile to dictate notes for these on-the-fly patient encounters.



A charge review screen—here you can see information entered via NextGen Mobile charge capture.

## Schedule

On NextGen Mobile, you can access your schedule without going through a tedious VPN log-in process or two factor authentication. Just log in with Face ID or Touch ID and check your schedule for the day.



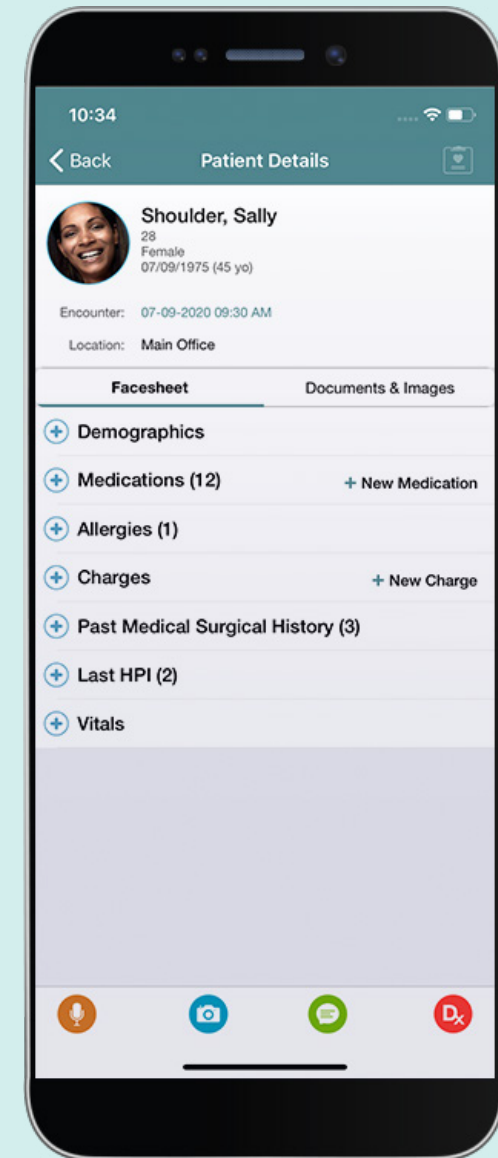
View of physician schedule on NextGen Mobile.

## Patient details

This module within NextGen Mobile provides access to virtually all information from the patient chart. It includes previous encounters and the full documents and images list—viewable by category as in the EHR. Within this module you can perform many functions in the patient chart.

Using your mobile device you can:

- Create an encounter for the patient
- Review the patient chart and any documents or images
- Dictate notes regarding the patient into the chart
- See any alerts related to the patient
- Take photos and scan images and upload them to the chart
- Add a diagnosis to the patient's record, which in turn enables you to add charge codes
- Prescribe medications, including controlled substances



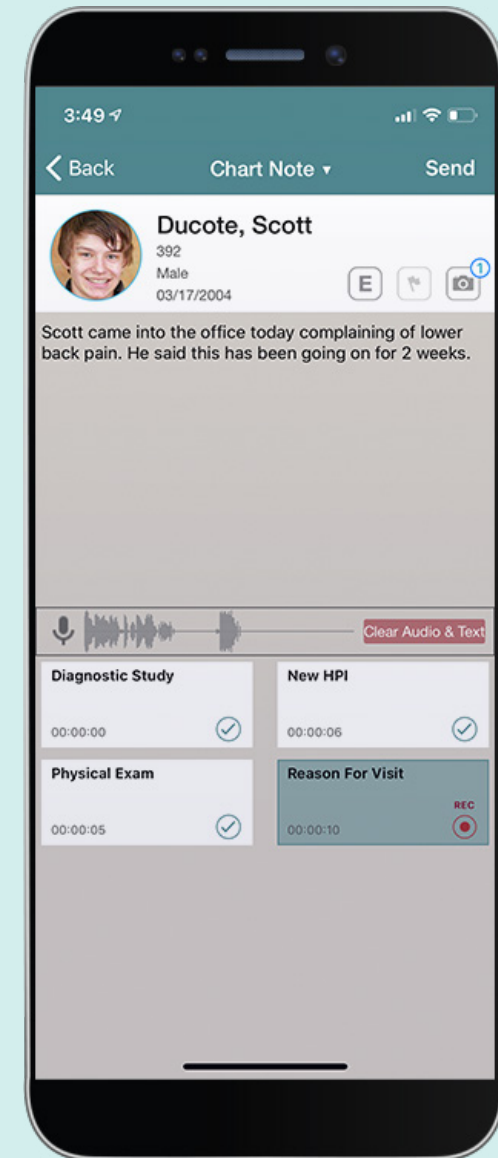
Information from the patient chart displayed on NextGen Mobile.

## Secure messaging and referrals

Using NextGen Mobile, you can send secure messages with anybody in your contact list—colleagues both within and outside of your clinic. You can also provide referrals using secure messaging as long as the provider who will render services is in your contact list.

## Offline dictation

NextGen Mobile enables providers to dictate encounters offline. This is especially useful for providers who deliver care in rural health clinics, tribal health clinics, patients' homes, and other settings that may not have access to internet. Once you enter an online environment, your dictation will automatically be uploaded to the EHR.



Dictation captured on NextGen Mobile.



## CHAPTER 3

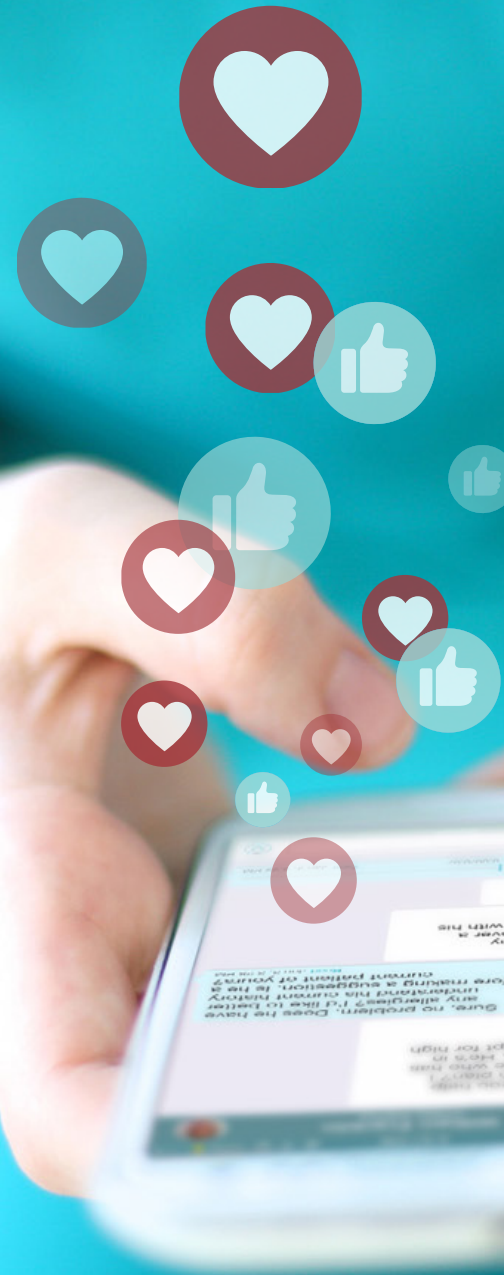
# WHY PROVIDERS LOVE NEXTGEN MOBILE

### Less burnout

*“NextGen Mobile has eased physician burnout and made staff happier. NextGen Mobile enables me to get back to the physician-patient experience the way it should be. It enables me to go into an exam room and actually communicate with a patient the way we are supposed to, rather than have a computer as an intermediary.”*

#### **Brian Heimer, MD**

Medical Director of Virtual and Digital Health  
American Health Network, part of Optum





## Save time

*“The efficiency of NextGen mobile dictation had decreased the amount of time needed to document clinic appointments by 30 to 40 minutes a day.”*

**Trevor Gaskill, MD**

Orthopaedic and Sports Medicine Center

## No more after-hours charting

*“Our providers no longer spend time after hours to finish charts. We also see an increase in visits, happier providers, and quicker month-end closing. It’s not hyperbole to state that the NextGen Mobile implementation is the best EHR decision we have made in our clinic.”*

**Ryan Geiler**

Advanced Clinical Applications and Analytics Coordinator  
Community Medical Center

## Makes it easier for on-call physicians

*“We recently implemented NextGen Mobile, which has made the lives of our on-call providers much easier. And with electronic prescriptions for controlled substances (ePCS), that’s even making it better.”*

**Charles Van Duynes, MD**

USMD Health Systems

## Better access to patient records

*“Outside the office, NextGen Mobile is helpful to access patient records and get questions answered when time is of the essence.”*

**Shannan Brown, DO**

Michiana Eye Center



## Enables use of cell phone camera in clinical practice

*“With NextGen Mobile I can take a picture on my cell phone and integrate it seamlessly into the EHR. I have an adapter that slips right on the slit lamp camera, so it takes literally five seconds to take a picture of the patient’s eye. I can make an annotation right on the picture—for example, noting a corneal ulcer, age-related macular degeneration, or cataract. Of all the things we do, this may be the one that patients find most impressive.”*

**Sebastian B. Heersink, MD**

Cataract and Laser Refractive Surgeon and Cornea Specialist  
Eye Center South



## CHAPTER 4

# DOCUMENT YOUR WAY

## NextGen Direct-to-Desktop

You can use your phone to dictate clinical narratives directly into the EHR. With NextGen® Direct-to-Desktop, use your mobile device to verbally dictate information into all text-based fields in the EHR.

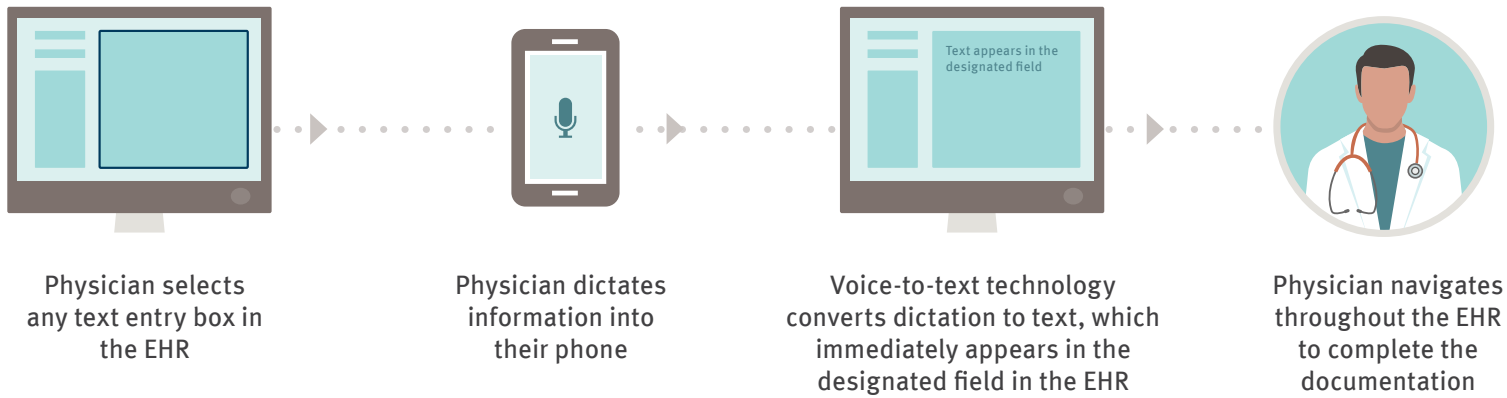
### A hybrid workflow

NextGen Direct-to-Desktop supports a seamless, hybrid mobile-and-desktop documentation workflow:

- The provider selects any text entry box in the EHR and dictates the clinical narrative into their cell phone.
- Automatic voice-to-text technology captures dictation and converts it to text, which immediately appears in the designated field in the EHR.
- Dictation increases both speed and accuracy compared to typing.



## How NextGen Direct-to-Desktop works



### Built-in speech box

A special text-entry box is built into NextGen Direct-to-Desktop. It allows providers to dictate their notes while navigating throughout NextGen Enterprise EHR. For example, a physician can check lab results or radiology images for reference as they dictate the clinical narrative; their dictation won't be interrupted regardless of where they click in the EHR. The text appears in the built-in speech box. Once the physician completes their dictation, they can copy their notes from the built-in speech box and paste them into a text-entry box in the appropriate EHR template.



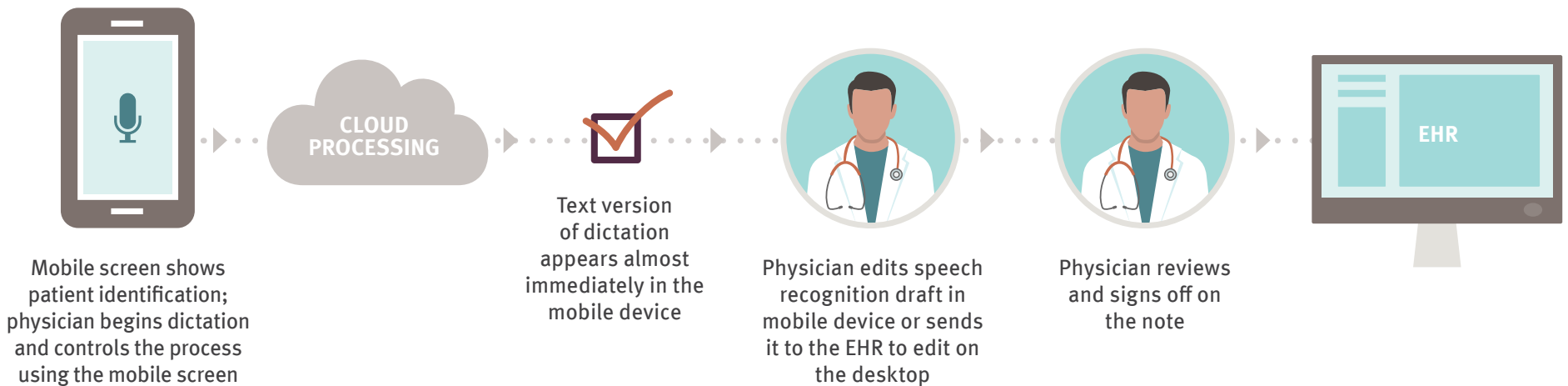
## NextGen Speech-to-Text

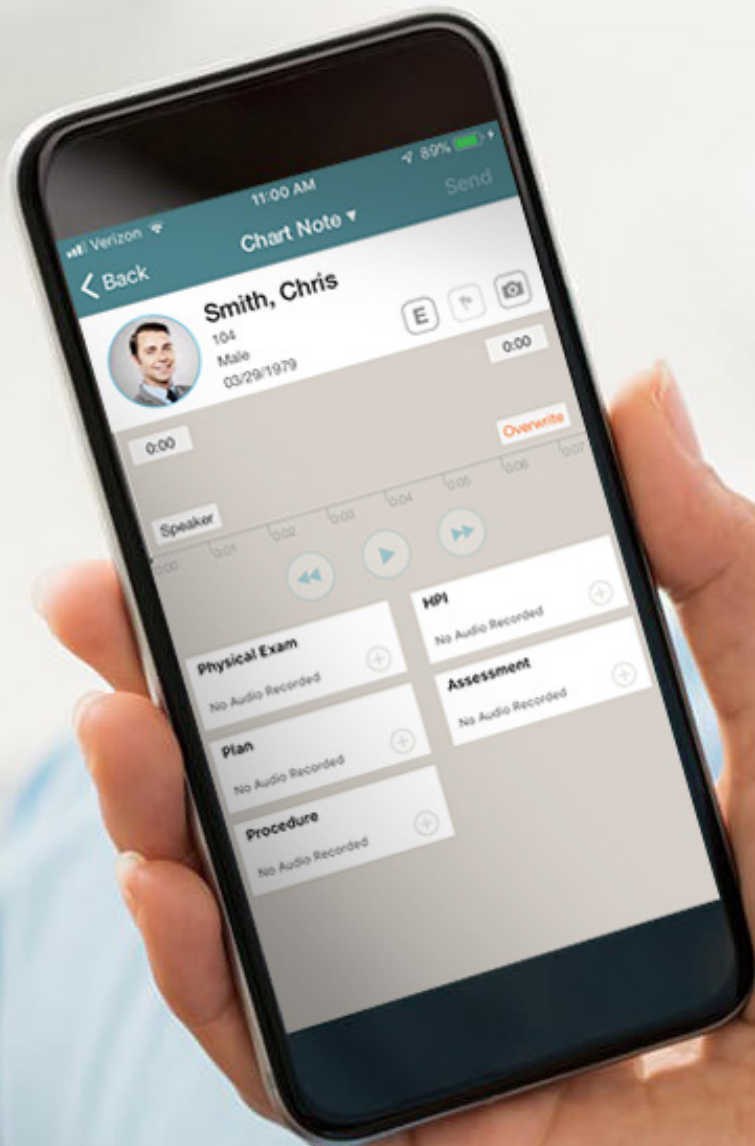
This option is the first step in untethering providers from documentation on the desktop EHR.

NextGen® Speech-to-Text is convenient and cost-effective:

- Simply dictate your note into your mobile device from the office, home, or anywhere else.
- Automatic voice-to-text technology captures dictation and converts it to text immediately.
- Edit right on the mobile device or send the text to the EHR and edit on the desktop.
- Text appears in the EHR within seconds, so you can use the mobile device and the desktop EHR in tandem.

### How NextGen Speech-to-Text works





A speech recognition engine learns each provider’s speech patterns over time. Macros (predefined, stored phrases that are used often) can be added to each provider profile for greater efficiency. For example, a primary care physician can say “insert normal physical exam,” and predefined text is automatically entered as documentation. The physician can then document by exception.

In addition, tags appear on the mobile screen related to topics to be covered in the dictation; for example, history of present illness, physical exam, assessment and plan, and more. Tap on the tags and text appears for the clinician or staff member to edit on the mobile device.

**This feature can be configured to accommodate a wide range of provider workflows.**

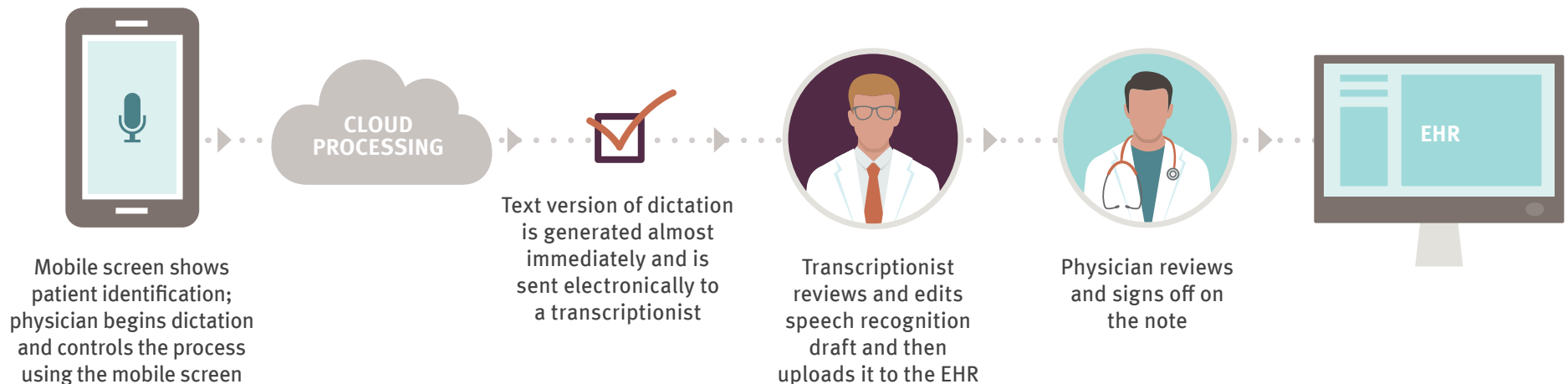
## NextGen Transcription Services

If you use NextGen Mobile, you can have voice-to-text transcripts edited by a professional service. This option is highly customizable according to practice needs and each provider's preferences.

Here's what happens:

- After the patient exam, the physician clicks a button in the NextGen Mobile app on their cell phone and starts dictating the details of the visit.
- A text version of the dictation is generated electronically by speech recognition software and sent to NextGen Healthcare's transcription service. A transcriptionist edits the content and sends it back to the practice within 12 to 24 hours.
- The edited dictation is uploaded into a predetermined template within the EHR to be signed off by the physician.
- Expedited dictation is available; for an additional cost, physicians can mark a job as STAT and edited content will be returned in two hours or less.

### How NextGen Transcription Services works





## Ease of use

“I see a patient, spend about 45 seconds dictating, and it’s done. The most significant aspect of NextGen Mobile and NextGen<sup>®</sup> Transcription Services is ease of use. Press two buttons, and it’s handled.”

**Sebastian B. Heersink, MD**

Cataract and Laser Refractive Surgeon  
and Cornea Specialist  
Eye Center South





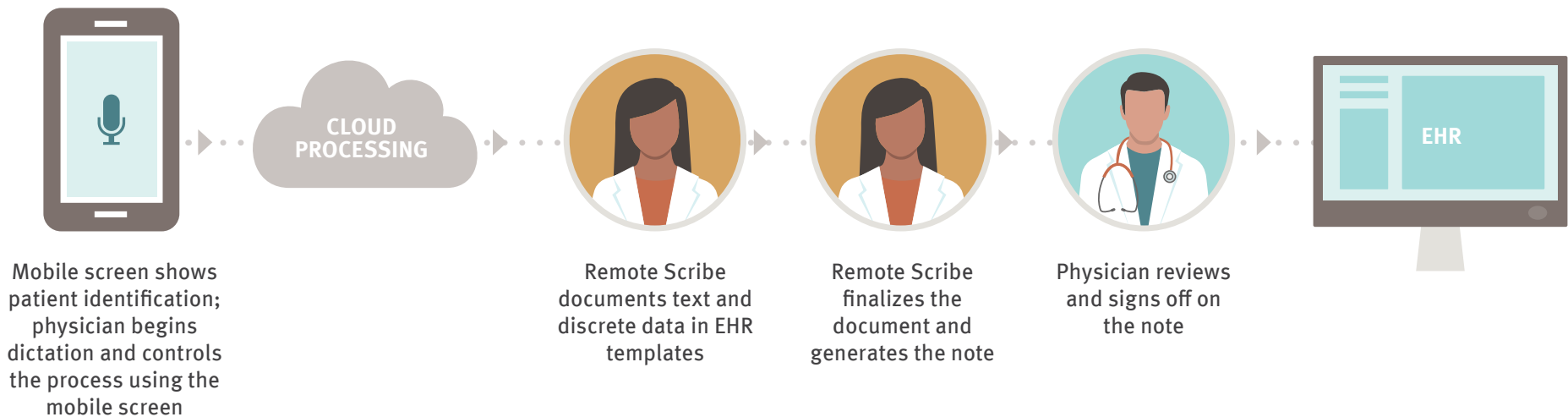
## NextGen Remote Scribe Services

This service offers providers the opportunity to break free from the EHR to the greatest extent possible. Here's how:

- The physician dictates the encounter into their mobile device using the NextGen Mobile app.
- The recording is then passed along to the remote scribe.
- Using a fully HIPAA-compliant process, a professional scribe in a remote location listens to the recording and documents the patient encounter as instructed by the physician.
- The scribe enters discrete data and unstructured text notes directly into the EHR via remote access, completing documentation in 12 hours or less.

NextGen® Remote Scribe Services means providers can meet all their documentation requirements in much less time. It also improves documentation accuracy. For practice administrators, NextGen Remote Scribe Services eliminates pressure to find qualified staff to serve as scribes and train them.

### How NextGen Remote Scribe Services works







## A remedy for burnout

“A lot of the burnout rate is because of electronic medical records and the need to be glued to your computer. You’re typing the same stuff over and over again. I think NextGen Remote Scribe is absolutely the only solution at this point.”

**Darryn Band, MD**

Physician and Partner  
Capital Women’s Care



## CHAPTER 5

# LEVELS OF SERVICE

### All NextGen Enterprise users have access to NextGen Mobile

Your practice can choose from two levels of service. Set up includes customization to ensure you get the best options for your providers and staff.

Capability	NextGen Mobile	NextGen Mobile Plus
Access clinical data	X	X
Prescribe drugs (eRx)	X	X
Prescribe controlled substances (ePCS)	X	X
Access provider approval queue (PAQ)	X	X
Access schedule	X	X
Secure messaging	X	X
Tasking	X	X
Upload images	X	X
Upload chat transcripts	X	X
E-sign documents	X	X
Scan documents	X	X
Enter diagnosis codes		X
Enter charges		X
Tap templates to enter discrete data		X
<b>Choose your dictation option</b>		
Direct-to-desktop documentation		X
Speech-to-text documentation		X
Transcription services		X
Remote scribe		X

# 13 OF OUR FAVORITE NEXTGEN MOBILE FEATURES

- 1 **Access your schedule** – see what your day looks like the night before
- 2 **Access your task list** – take action on clinical tasks, including medication tasks
- 3 **Access the provider approval queue (PAQ)** – take action on PAQ items
- 4 **Search and view patient information** – including medication lists, lab results, health history, problem lists, images, and documents
- 5 **Take images and upload them to the EHR**
- 6 **Sign documents or have a patient sign documents**
- 7 **Scan documents and upload them directly into the chart**
- 8 **Enter diagnosis codes and charge codes**
- 9 **Add, renew, or refill a medication prescription** – including prescriptions for controlled substances
- 10 **Text securely with colleagues** – both within and outside your clinic
- 11 **Upload chat transcripts to the EHR**
- 12 **Dictate patient encounters** – even in locations when there is no internet connection
- 13 **Document care using the approach that’s right for you**



# GETTING STARTED

Setting up mobile for your medical practice requires installation of new software, including a proprietary NextGen Mobile API which allows data to travel to and from your server to your cell phone via NextGen Mobile.

The process for this installation will vary depending on whether your practice self-hosts NextGen Enterprise on its own servers or uses NextGen® Managed Cloud Services for hosting.

## Set up for self-hosted medical practices

For practices that self-host NextGen Enterprise, experts from NextGen Healthcare will work with your IT department to make the installation process as easy as possible.

## Set up for users of NextGen Managed Cloud Services

For medical practices that use NextGen Managed Cloud Services, the NextGen Healthcare support team can perform the entire installation on your behalf, with no work required from your IT department. Once installation is complete and your practice is activated on NextGen Mobile, all you need to do is provide a list of users to set up in the system.

## New to NextGen Healthcare

If you're interested in NextGen Mobile but your medical practice is not yet on the NextGen Healthcare platform, contact us to find out more about our innovative, time-saving solutions. **Find our contact information on the next page.**



# BETTER STARTS HERE.

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

Life is short. Don't spend more time than necessary in front of the EHR.

## Ready for some video?

**Watch a demo** of NextGen Direct-to-Desktop >

**Learn more** about your mobile dictation options >

<sup>1</sup> Chris Kikel, "4 Reasons Dictation Is Better Than Typing," Total Voice Technologies blog, June 25, 2021. <https://www.totalvoicetech.com/four-reasons-that-dictating-is-better-than-typing/>.

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