Knowledge Best Practices

NextGen Healthcare Success Community

www.community.nextgen.com

v.4
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Tips on Using Knowledge

Simulation Videos for Using Knowledge

See how to use knowledge by watching our quick training simulation. Click on the link below to watch:

- [Searching for Knowledge Articles](#)

Global Search for Knowledge

You can search for any knowledge article using the global search bar at the top of the Success Community. Type in your search terms and press enter. The community will search all the content in that Success Community experience.

To only see search results that are articles, select the *Articles* record type from the left menu. Scroll through the results or click on *To filter these search results, go to Articles* to deepen your search criteria. This will open the knowledge tab with your search terms pre-filled.

Search Results

		Search Again	Options...

EDR 5.0

📁 **Records**

Services (0)
Articles (25+)
Known Issues (25+)
People (0)
Groups (0)

Search All

📄 Articles (25+)

ⓘ To filter these search results, go to Articles.

Article Number	Article Title	Type	Published Date
000038942	EDR Notes are still freezing or crashing after upgrading to EDR 5.0 UD1 Patch 2	Break / Fix	2/7/2018
000036805	New CDT4 codes are not showing up in EDR 5.0	Break / Fix	5/24/2018
000033042	Cannot launch EDR 5.0 getting an error C:\nextgen\qsi_cps.exe cannot be found.	Break / Fix	5/7/2017
000034116	EDR 5.0 Patch 10	Product Releases	8/16/2017
000039081	After installing the patch and run EDR the updating window keeps popping up and never stops	Break / Fix	9/19/2017

Show More

Learn more about using global search by watching the [Using the Global Search](#) simulation video.

Searching through the Knowledge Tab

In the Knowledge tab, type your search criteria in the search bar and press enter. The community will search through all knowledge articles for your experience; searching the article title, content, any attachments to the articles, and any keywords.
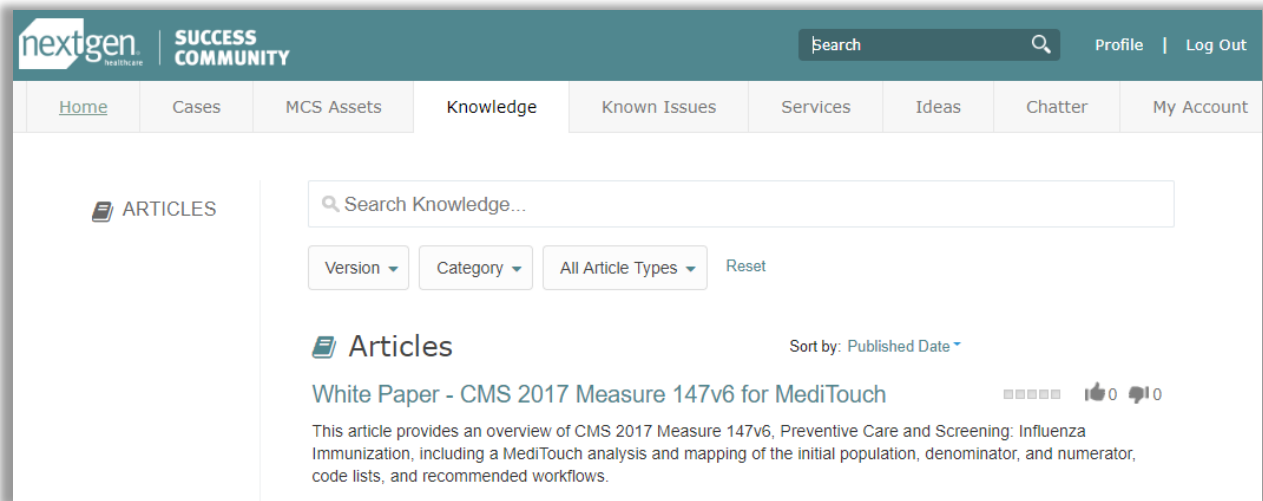
The community will provide knowledge article recommendations based on the search terms entered. Locate relevant articles with a combination of keyword search and filters.

SEARCH TRICKS

TRICK	WHEN TO USE	EXAMPLE
* Wildcard	Use an asterisk before or after part of a word to find variations of that word.	Not sure if you need to search *reporting, report, or reports*? Type report* and see results for the word with varied endings.
Quotes	Use quotes around words to search for an exact phrase in the Success Community.	A search for *"Clinical Modules"* returns any content in the Success Community that contains the phrase Clinical Modules, in that order.
AND	Use AND between words or phrases to search for content that contains both in any order.	A search for *Dental* AND *records* returns any content that includes both terms in any order.
OR	Use OR between words or phrases to search for content that may contain either word/phrase.	A search for *EHR* or *EMR* returns any content that includes either word or phrase.
AND NOT	Use AND NOT between words or phrases to exclude certain content from your search results.	A search for *Billing* AND NOT *Practice Management* returns any content that mentions Billing, but does not mention Practice Management.

KNOWLEDGE FILTERS

You can drill down into your search criteria by filtering by version, category, and article type.

- **Filter by Version** – The community will look for any articles related to that specific product version. (Not applicable to all experiences)
- **Filter by Category** – When you filter by category, the community will look for any articles related to that specific category. Categories are typically products/solutions.
- **Filter by Article Type** – When you filter by article type, the community will look only for certain types of content, such as user guides or product releases.

## KNOWLEDGE FILTERS - ARTICLE TYPES EXPLAINED

The following are the different article types and what they mean:

Article Type	Description
Announcements	Timely updates from NextGen Healthcare. Examples include health reform deadlines, company updates, critical product changes, special offers for clients, etc.
Break / Fix	Workarounds for common errors caused by custom configurations. These are not defects.
eLearning Courses	Links to common courses on our Learning Center website. A login for the Learning Center is required to access the links. *Not applicable to all experiences.*
eLearning Product Enhancements	Links to product enhancement courses on our Learning Center website. A login for the Learning Center is required to access the links. *Not applicable to all experiences*.
FAQ	Frequently asked solution questions.
Hot Topic	Product and solution pages.
Media	Product videos, recorded webinars, and recorded training sessions.

NextPen Forms	Downloads of NextPen Digital Solutions forms to install. *Not applicable to all experiences.*
Product Releases	Product downloads and release information for NextGen® Healthcare solutions.
Quick Reference Guides	Articles offering high-level or concise information on topics.
Release Notes	Release notes for NextGen® Healthcare solutions.
Setup / How To	Step-by-step instructions on how to use NextGen® Healthcare solutions.
Training Guides	Product training guides that align with our high-level training sessions.
User Guides	User guides for NextGen® Healthcare solutions.
White Papers	Educational articles (i.e. quality measures).

By default, your results will be sorted by **Published Date,** but you can select the drop-down and change   this to sort by published date, best rating, most viewed, Title: A to Z, or Title: Z to A.
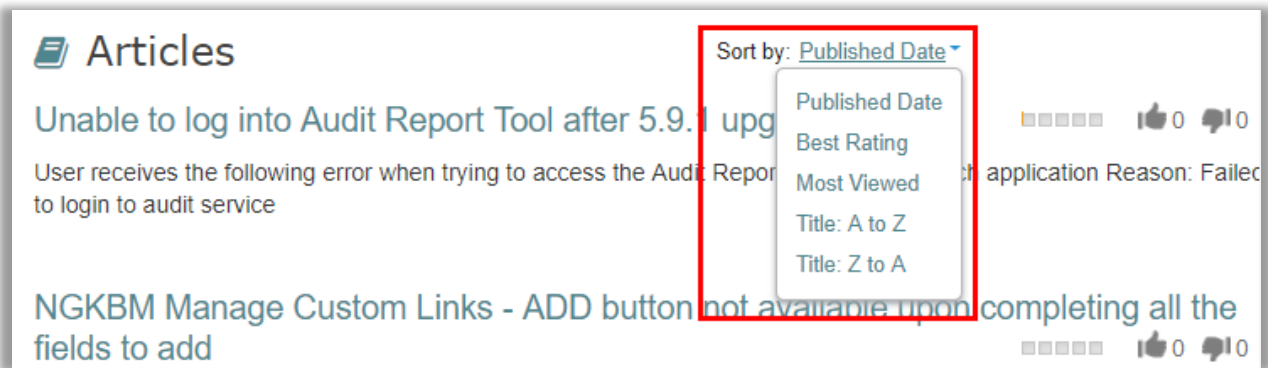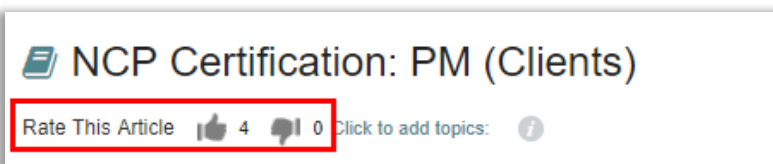

Bookmarking Knowledge Articles

You can bookmark knowledge articles using the functionality of your Internet browser. The Success Community does not have knowledge bookmarking functionality at this time.

- Google Chrome
- Mozilla Firefox
- Apple Safari

Voting on Knowledge Articles

Vote on knowledge articles to let us know which articles help you the most.

Frequently Asked Questions

How often are the "announcements" and "hot topic" areas on the home page updated?

Announcements and Hot Topics are updated as new and relevant information is made available, typically weekly.

Can I have knowledge article updates sent to my email?

Not currently. Any updated content that would be helpful to most clients will be posted in the appropriate chatter group. You can receive email notifications for your chatter groups.

What do I do if I find an error in a Knowledge Article?

Chatter to us in the Ask the Community Managers group.