



# Let Us Answer Your Patients' Tech Questions

## NextGen® ChatNow

### Too much time spent helping less tech-savvy patients

Patients unfamiliar with online engagement may need support when navigating the patient portal—particularly when they log in, reset passwords, or communicate with their care team. Often their next step is calling your practice for help. This can take valuable time away from staff who prefer to focus on care rather than respond to technical support calls.

*This challenge may grow as your practice prepares for the upcoming NextGen® Enterprise Spring '21 release and the new NextGen® PxP Portal launch. There may be a spike in support cases as there is with any type of change.*

### Save time and take a load off your staff

With NextGen ChatNow, a technical support team handles your patients' questions and guides them to help themselves—with one click. This solution frees up your staff while a live agent provides the patient engagement technical support that enables patients to receive the full benefit of your patient portal.

“I'm glad there are nice and polite people working to help customers like me! Great experience!”

—Patient portal user

### Features

Ensure your portal meets your patients' needs regardless of their technological background. NextGen ChatNow::

- **Provides live agent support**—patients can chat with a technical support team member (8am–8pm ET / 5am–5pm PT)
- **Supports multiple languages**
- **Features self-serve chatbot/automation**
- **Enables patients** to share files
- **Supports proactive engagement**—for example, if a patient spends a lot of time on a page, a chatbot message could say, “Is there anything I can help you with today?”
- **Includes customizable branding** to match your practice's distinctive style

NextGen ChatNow is used by more than 1,200 providers and is growing with a success rate of more than 90 percent.

## Benefits

Give your patients access to real-time support from highly trained staff. As a result, your practice saves time, effort, and cost. You can also increase patient utilization and satisfaction while your care team can devote more time to meeting patient care needs.

Your practice can:

- Shorten turn-around time for patients to get answers to their questions
- Connect patients to resources with common pathways and researched responses
- Increase portal utilization and decrease barriers to access
- Meet HIPAA compliance
- Take advantage of this easy-to-set-up solution



# BETTER STARTS HERE.

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