“Free yourself to practice medicine” SM

NextGen Healthcare Information Systems, Inc.
NextGen® – the Smart Investment
Things are different now. The business of health care is changing a mile a minute. This is no time to apply old technology to new problems. Read on to discover how NextGen™ can give you the advantage you need, not only to keep pace, but to set the pace.

With NextGen™, NextGen Healthcare has redefined the art of enterprise practice management scheduling, registration, billing and financial administration. In contrast to systems that retrofit older technologies, NextGen™ exemplifies NextGen Healthcare’s pioneering work in practice management systems designed specifically for the Microsoft Windows* environment.

By combining enterprise architecture with today’s “open systems” tools and Internet technology, NextGen™ can finally allow you to proactively manage the business of health care.

With NextGen, you’ll be able to improve quality, cut costs, increase revenue and reduce risks. And you’ll have the advantage of a total solution, provided by one financially stable, customer-oriented company.

NextGen’s scalability makes it ideal for rapidly growing practices and networks comprised of multiple practices or specialties. Its flexibility and intuitive graphical user interface make it easier to implement, and more comfortable to use, even for today’s savvy end-users.

Already used by thousands of physicians, NextGen™ is the ideal system to improve both patient care and your bottom line.

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Brian Hobbs
Director of Finance
Borland-Groover Clinic
We’ve designed NextGen™ like no other practice management system. First, it’s
designed from the ground up to take full
advantage of Microsoft Windows® technol-
yogy. Never before has such a powerful
system been so easy to use. Second,
NextGen™ is truly designed as an
Enterprise Practice Management system
(EPM), with the unique ability to manage
larger health care enterprises with multiple
providers, practices and locations.
NextGen™ architecture provides the
capability to share common data across
a number of practices or locations while
allowing for the isolation of other data
without the need for separate databases.
Contract information, procedure tables,
provider information and transaction data
can also be maintained at the practice
level, depending on your business model
and management requirements.
Written in Microsoft Visual Basic® and
incorporating a standard SQL relational
database, NextGen™ redefines open
systems. Any practice or enterprise
running Windows NT®, Windows 2000®
and/or Windows XP® can use NextGen.
Subject to powerful security provisions,
data can be accessed directly with
hundreds of third-party tools, such as
Microsoft Access® and Crystal Reports®.
Data is also easily formatted and exported
to programs like Microsoft Excel®.
The design, while transparent to users,
provides unsurpassed efficiencies. For
example, records for a patient seen at
one practice in the morning can be
updated at related practices within
minutes. Medical practices throughout
the network benefit from these auto-
matic updates while maintaining security
and accountability.
Today, communications between systems
are essential. NextGen’s pioneering design
allows the system to operate over secure
Internet connections and boasts one of
the industry’s richest libraries of interfaces
to hospitals, labs and payers through its
full-featured integration engine.

**BENEFITS**

NextGen is designed to provide a superior
return-on-investment by improving
efficiency, profitability and quality of care.
Designed for the 21st century, NextGen
can help in several ways, including:

**Improved Bottom Line**

- Improved collections.
- Increased acceptance of claims.
- Managed care compensation tracking.
- Reduced errors and lost charges.
- Improved marketing.
- Increased patient loyalty.
- Reduced accounts receivable days.

**Reduced Expenses**

- Utilizes low-cost workstations
  and servers.
- Reduced time associated with
  patient inquiries.
- Improved utilization of resources.
- Reduced time associated with training
  new staff with common, intuitive
  interface.
- Reduced patient registration time.

**Reduced Risks**

- Identifies potential problems before
  they occur.
- Ensures patient eligibility for services.
- Open architecture and scalability
  protects your investment.

**Improved Quality**

- Accurate statements and claims.
- Improved overall patient satisfaction.
- “Autoflow” feature reduces errors.

**For the Enterprise**

- Reduced entry of redundant information.
- Reduction of enterprise overhead, staff
  and I/T costs.
- Seamless flow of data between practices.
- Report individually or “roll-up.”
- High level of data integrity.
- Powerful integration engine.
- Data warehousing and replication.
- Fully Internet capable – reduced
  communication costs.

"The tools for collecting A/R are far superior to those within other products we’ve seen or used."

Janet Schwalbe
Gwinnett – Promina Health System
FEATURES

NextGen has the depth and maturity you expect:

- Open architecture.
- Relational database.
- Multi-tier client/server.
- Web-enabled option.
- ASP-hosted option.

Registration

- Integrated with Enterprise Patient Index (EPI) for shared, secure access to patient data.
- Multiple data entry methods supported, including scanning and retrieval of patient ID and insurance cards and direct patient entry via the Internet.
- Fully integrated to Appointment Scheduling and Managed Care modules.
- Integrated with standard patient and ad-hoc reporting functions.
- Interfaces to other systems for automatic import.

Scheduling

- Integrated with our Enterprise Patient Index (EPI) for centralized scheduling.
- Event chain and resource scheduling with configurable wait times.
- Account status and Managed Care monitoring and user-defined alerts in scheduling module.
- No-show and cancellation tracking.
- Automatic fee ticket creation.
- User-defined, multi-view scheduling.
- Physician view by day, week, month or year.
- Recall and appointment confirmation management.
- User criteria generated “appointment search ahead.”
- Integrated and cross-checked with billing functions.
- Integrated with ad-hoc reporting.
- Interfaces to patients via the Internet.

Billing (continued)

- Complete audit trail of changes.
- Online eligibility verification.
- Full support for both fee-for-service and capitation.
- Electronic claims submission.
- Electronic remittance advice posting.
- Automatic workflow management.
- View statements exactly as they appear to patient.
- Integrated with ad-hoc reporting functions.
- Creates easy-to-understand patient statements.

Reporting

- Both standard production and ad-hoc reporting options.
- Supports centralized and decentralized receivable and collection management.
- User-defined report customization, categorization and “memorization.”
- Integrated with all modules.
- Export data to ASCII, HTML, Excel®.
- Roll-up and drill-down ability.
- Integrated wizard for generating charts and graphical data views.
- Practice marketing reports and functions.
- Audit trail of user activities.

“We chose NextGen for its superior scalability and true enterprise functionality.”

Irby Cochran
Manager, Products and Services Department
University Health Care System
Quickly record essential patient data while scheduling appointments in NextGen.

View Appointments, Inbox and To Do List all from one screen.

Streamline Scheduling

**Workflow, Scheduling**

The powerful workflow management features of NextGen® help streamline and organize your work while improving communications among office staff. The workflow module includes a convenient on-screen appointment list, a “to do” list and e-mail to help you organize your day as soon as you enter the system. The to do list feature even allows a group of users, like schedulers, to “pick” items off a common “to do” list.

Regarded by many as the finest appointment scheduler available, NextGen® (Enterprise Appointment Scheduling) has the features you need to make significant scheduling improvements. Integration with the NextGen® (Enterprise Patient Index) provides immediate access to appointment histories, including confirmations, no-shows and recurring appointments for which NextGen can automatically generate reminders through various Windows® applications.

**Highlighted Features**

- Integration with the Enterprise Patient Index.
- Notification of account status and managed care requirements at the time of scheduling.
- Support for event chains (sequential scheduling) with configurable “wait times.”
- Unlimited, controlled overbookings.
- User-defined scheduling templates, with viewing by day, week, month or year.
- Adjustable time increments.
- Conflict checking.
- Ability to search ahead.
- Enterprise support.
- Request/confirmation feature.
- Mail Merge appointment reminders.
- Referral tracking.
- Statistical reporting of resource utilization.
- Recurring appointments.
NextGen EPI will locate patients anywhere in the enterprise.

Registration

NextGen’s user-friendly interface allows you to register new patients quickly. Patients can even register themselves using our secure Internet interface from home or in your waiting room. NextGen® also supports an unlimited number of active and inactive insurance plans and family billing. A sophisticated employer profile can automatically assign benefits to the patient’s account. In fact, the system actually learns these relationships and prompts users with the most current information. Insurance cards and photos can be scanned directly into NextGen®, saving your staff and patients valuable time at check-in. No longer will your staff have to get up from their seat to copy the insurance card and search for a chart. These features not only automate the registration process, they improve it, and make it far more efficient.

Enterprise Patient Index

If your practice is part of an enterprise, simply locate the patient using NextGen®, then add the patient to your practice. NextGen® is a “true” Enterprise Practice Management system, including the “built-in” Enterprise Patient Index (EPI) and a rich library of interfaces to hospital systems, third-party intermediaries, interface engines and other systems. Your entire organization benefits from having the most current information about your patients. Perhaps best of all, NextGen® adds to patient satisfaction because patients will not be delayed at the registration desk providing information that was already shared with another practice in your enterprise.

Transparent to the end user, fast searching algorithms, multiple key checking, and support of insurance identification cards help eliminate duplicates and errors during data entry. A full audit trail and change history allows all practices to benefit from all updates throughout the network while maintaining security and accountability.
Enables rapid data entry using a keyboard or mouse.

Charges, payments and adjustments from a single screen saves your most valuable resource – time.

From a single screen, you can create a visit, then post charges, payments and adjustments for any combination of locations, providers, fee schedules and payers. NextGen® supports traditional fee-for-service, as well as many forms of managed care and capitated billing, and keeps track of co-payments, deductibles and fee schedules across the network.

The AutoFlow feature streamlines the entire checkout process by allowing you to designate the steps involved. For example, you can tell the system what charges to post based on the appointment type, and then have it automatically accept payments and assign the payer, provider and diagnosis codes. This time-saving feature is unique among systems of this type.

Print patient statements individually, or consolidate billing by guarantor – NextGen handles both. You can even view completed claim forms on the screen before sending them electronically or printing them. NextGen® supports federal, state and commercial claim edits to ensure that all required fields are completed and verified for accuracy. Prior to claim submission, the system will analyze claims and will help you correct them, reducing the number of rejected claims. A higher acceptance rate means quicker turnaround and improved cash flow.

**Highlighted Features**

- Support for centralized or decentralized billing, receivables management and collection activity.
- Full support for fee-for-service, managed care and capitation plans.
- Ability to monitor benefit limits, co-payments and deductibles.
- Electronic editing capability, based on standard electronic claims formats.
- View claims and statements on screen as they appear in print.
- Electronic claims direct or through popular clearinghouses.
- Electronic remittance posting.
- Provides real-time payment exception alerts.
Managed Care

Systems developed in the ‘80s had to have managed care capabilities added. NextGen’s® Managed Care Server was engineered with these capabilities as an integral part of the system. For example, NextGen’s® Managed Care Server warns the user through the appointment scheduling, registration and billing processes when authorization and referrals are required, procedures are not covered, a diagnosis is incorrect or required modifiers are missing.

Membership data, including a patient’s eligibility for services, can be imported and verified. Time previously spent obtaining referral authorizations or eligibility verifications is reduced as these capabilities are made available to end users. Once again, NextGen’s® Managed Care Server’s innate efficiencies eliminate rejected claims, facilitate the management of essential information and improve your cash flow.

Incoming and outgoing referrals are handled by NextGen’s® Managed Care Server, with provider, dates, authorization numbers, number of visits and more documented for easy retrieval. NextGen’s® Managed Care Server can also break down outgoing referrals into specific categories, pinpointing the specialty, insurance plan, geographic location, and even foreign languages the provider speaks, helping to make sure your patients obtain the best care.

Highlighted Features

- Complete contract management.
- Alerts for contractual requirements during appointment scheduling, registration and billing processes.
- Support for patient co-payments and deductibles.
- Automatic contractual adjustment and distribution of insurance/patient balances.
- Imports membership data.
- Electronic referrals and authorizations.
- Support for unlimited contracts.
- Online eligibility verification.
Quantifiable Results

Accounts Receivable

Outstanding claims and accounts receivable, bad debt and patient statements are all handled easily by NextGen®.

NextGen presents statement information in an easy-to-read format that both patients and users appreciate. When patients do call with questions about their statement, your billing staff can view the statements on screen, in the exact configuration as the hard-copy statement the patient has received. Statement issues can be resolved faster than ever before.

NextGen automatically posts payments, maintains a history of allowed amounts and adjusts write-off amounts. Because the visit number created during the charge entry process is linked to a patient’s EOB, posting payments and balancing accounts takes very little time. Users can also create custom reports by user and by batch to verify that payment amounts match.

Collection Features

Efficient front-end processing reduces the amount of back-end collection work by increasing the accuracy of claims. The end result is less time spent on collection activities.

A collection module with greater flexibility and power simply does not exist. Users run personalized collection reports, based on virtually unlimited ad-hoc criteria, and then work the list on-screen or from a printed report. NextGen’s Budget Payment System tracks monthly payments for those patients unable to pay all at once. The system alerts collectors when commitments are not met. Context-sensitive letters are also generated automatically through Microsoft Word®.

- Easily create files for collection agencies.
- Users will save custom reports to run over and over.
- View statements on screen as they appear to patients.
Management Reporting

Reporting

Reporting is another unique strength of NextGen®. Its ad-hoc report writer is intuitive and designed especially for busy practices. Users can create custom reports, then save them for future use. Reports can also be scheduled and/or exported to other Windows® applications or to HTML.

All billing data can be linked to the appointment creation and registration processes, making it easy for staff to monitor accounts. NextGen® will alert users of overdue balances or other payment issues, and help them produce correspondence related to these issues.

Users can also “drill down” into a patient’s account, providing fast access to critical information.

Highlighted Features

- Fully configurable Aged Trial Balance reporting engine with detail drill down.
- Consolidation of account activity by guarantor.
- Thorough audit trail of all financial activity.
- Reports can be based on system date, transaction date or date of service.
- Export reports to Excel® or to HTML.
- Users can “drill down” by clicking on a report element on screen.

Excel Export

Enhancing administrative knowledge is a key benefit of the management reporting functionality within the system. NextGen provides on-screen links directly to other desktop tools such as Microsoft Excel®. With a simple click of the mouse, your data is immediately formatted to an Excel spreadsheet for further analysis and filtering. This provides users with the ability to manipulate, filter and render graphical views of data with common application interfaces, like Microsoft Excel®. Data may also be exported in ASCII or HTML format.
"Worklog is awesome. It's almost too easy. Our A/R days have been reduced dramatically."

Sue Czubala
VP of Reimbursement, NeuroSource

Quickly add and assign new tasks with Worklog Manager's easy-to-follow data entry fields.

Customizable parameters, or "actions," instruct Worklog when to automatically generate and assign each task.

Increase Operational

NextGen WorkLog Manager

NextGen WorkLog Manager is a dynamic supplement to NextGenepm that automates your practice's day-to-day operations, replacing your old reactive systems with new proactive systems. This flexible module allows you to automatically assign a wide range of routine tasks, such as pulling patient charts or investigating underpayments, to the appropriate staff member for completion — or you can assign the tasks to the NextGen system for completion, if possible.

System Setup

Using this innovative module is simple. Based on your business rules, internal policies or “best practice guidelines,” you begin the initial task set up. During set up, you manually specify each task and define the parameters, or “action,” under which the task should be generated. You also assign each task, complete with supervisor’s instructions, follow-up dates and completion deadlines, to a member of your staff.

After you are finished the initial set up, you can activate the tasks with one simple click of a button. Once activated, every time the action occurs, your task is automatically generated and sent to the assigned staff member for completion. The automatic task generation capabilities of NextGen WorkLog save you time and money by eliminating the burden of communicating manual instructions to your staff.

System Features

NextGen WorkLog also offers you unparalleled system flexibility. You can generate tasks in three different ways: automatically, which means the task will be generated and assigned by NextGen; manually, which means you can generate the task at any time; and in mass from a report, which means you can manually generate groups of specific tasks at one time.

Another unique feature of NextGen WorkLog is its tracking capabilities. Using the search screen, you can track tasks by one or several criteria, including task type, subject, status, staff member and priority.
This allows you to efficiently manage task generation and see how quickly your tasks are being completed. NextGen WorkLog Manager is a vital management tool, as it provides an effective means to measure employee productivity.

**System Capabilities**

NextGen WorkLog is the most comprehensive task management system available. Unlike most other practice automation systems that can only manage your collections processes, NextGen WorkLog manages your practice’s entire range of operations. Processes manageable by WorkLog include collection and accounts receivable functions, chart pulls, patient recalls and notifications, scheduling, referrals, authorizations, eligibility verification, appointment reminders, cancellations and rescheduling, insurance underpayment, and many, many more. NextGen WorkLog offers you the efficiency and flexibility you need to streamline your practice’s daily operations while improving patient care.

**Highlighted Features**

- User-definable task types and task values.
- Unique supervisor instructions block for each task.
- Customizable start date, follow-up date, due date, expiration date and completion date blocks for each task.
- Multiple task configuration options.
- Three task generation capabilities: manual, automatic, or in bulk from a report.
- Task reporting based on any criteria.
- Easy-to-follow task creation and execution pages.
- One-click task activation and deactivation.
- Some tasks that can be automated include:
  - Scheduling
  - Pre-registration
  - Check-in and check-out procedures
  - Patient reminders
  - Collections & A/R
  - Underpayments handling
  - Claim status inquiries
  - Chart pulling
  - Contacting patients with lab results
"NextGen’s integration of HIPAA Transaction and Code Set Standards allows users to exchange all HIPAA transactions seamlessly. NextGen’s dedication to meeting and exceeding their customers’ needs really shows."

Marcallee Jackson
HIPAA Project Manager
ProxyMed, Inc.

NextGen EDI
For any medical practice, generating patient statements and submitting insurance claims are extremely tedious. Paperwork must be printed and mailed. Payment information must then be keyed and verified. These processes consume valuable staff time and are extremely costly.

NextGenedi is a powerful supplement to NextGenepm that leverages connectivity between your practice and your payers to fully automate your manual day-to-day patient services — making NextGen the ultimate provider of all your practice management needs. The automation of these processes frees your staff to focus on patient care and improves cash flow by reducing claim rejections.

Additionally, utilizing NextGenedi for the automation of these processes will help ensure your compliance with HIPAA Transaction and Code Set Standards — without outsourcing to a third-party clearinghouse. Other features include built-in auditing and reporting functions.

Highlighted Features
► Online eligibility and authorizations.
► HIPAA compliant for Transaction and Code Set Standards.
► High-quality, easy-to-read patient statements.
► Submits claims directly to insurance companies or to clearinghouses.
► Flexible reporting parameters.
► Built-in auditing functions.
► Receives real-time data from insurance companies.
► Custom lockbox that processes all payments within 24 hours.
► Automatic posting of all payments received.
► Appointment forecasting and confirmation.
► Verifies your schedule is accurate and up-to-date.
► Scheduling control.
► Customized collection screens.
► Automatic address verification.

From HIPAA compliance to patient correspondence, NextGen offers the convenience of single-source solutions for all of your practice needs.
NextGen PDA

NextGen PDA is the perfect complement to your NextGen suite. This wireless application enables you to remotely interface with your NextGen EMR and EPM systems via your Pocket PC-based device — giving you the most complete practice management solution available.

Completely customizable data fields and “templates” make reading and entering information simple. And because information is automatically synchronized between your PDA and NextGen systems, you can be sure your patient and practice data is always accurate and up-to-date. From writing prescriptions, scheduling appointments or viewing procedure histories, NextGen PDA enables you to accomplish it remotely.

Highlighted Features

- Wireless Internet access.
- Integration with NextGen suite and office-based systems.
- Automatic data transfer.
- Charge capture with medical necessity rules.
- Appointment schedule synchronization.
- Customizable electronic medical records “templates.”
- Prescription writer and patient medication lists.
- Formulary verification.
- Allergy and procedure histories.
- Lab order entry and result reporting.
- Voice dictation capture.
- Patient education.

Custom-built templates allow you to access the data you need — whenever you need it.

Synchronization ensures your patient data is always accurate and up-to-date.
NextGen™ is a customizable patient record system that easily generates comprehensive medical records. Its capabilities also include data interchange, imaging, voice, drug interactions, ad-hoc reporting and outcomes management.

Users can customize NextGen™ in virtually any way, adapting it to their specific needs. The knowledge-rich, specialty-specific information system is centered on the physician-patient encounter, allowing the health care provider to document care faster and more efficiently than with previous methods.

**Highlighted Features**

- Integrated workflow module (e-mail, to-do lists, etc.).
- Integrated lab module, with interfaces available.
- Outcomes capabilities.
- More than 18 medical specialties currently supported.
- Most advanced tool set for end-user customization in the industry.
- Integrated electronic data interchange engine, which supports standard interface formats.
- Customizable alerts, protocols and critical pathways.
- Image management and enhancement support for drawing.
- Prescription module with complete drug database and drug-interaction checks.
- Ability to support completely paperless environment.
- Web-enabled option.
- Integrates with NextMD.com.
- Pen-based, wireless computing.

“With NextGen, patients are getting better care and we are reducing the cost of health care delivery.”

James L. Holly, MD, Managing Partner
Southeast Texas Medical Associates
NextMD.com

NextMD is an Internet healthcare portal that plays a powerful supportive role to NextGen. "Co-branded" with your website, it gives your patients free access to rich health content that’s updated daily. It also links them to their physicians through secure interfaces with NextGen.

Through NextMD, consumers can securely view parts of their record, such as results, appointments and statements. They can also order prescriptions for home delivery. The result is a wealth of information and a higher level of communication with physicians, which many patients now demand.

The benefits for medical practices may be even greater. With these tools, practices can achieve up to a 50 percent increase in operating efficiency, reduced costs, lower risk and increased revenue. NextMD can also be a strong source of patient satisfaction, resulting in increased loyalty. And, more effective communication can only enhance the quality of care.

Additional benefits for the practice:
- Secure patient communications are integrated with physician workflow tools to reduce paperwork, phone calls and time.
- Patient-entered data is easily imported into NextGen, reducing data-entry time.
- Customized health alerts can be sent to patients automatically.
- NextMD also interfaces to other systems.
- Online payments processed automatically.
- Patient data is collected efficiently.

With NextMD, patients can...
- Access information, confident that all personal data is secure.
- Avoid time-consuming calls to the practice.
- Request, confirm or change appointment.
- Interact with the practice when convenient—even after hours.
- Request medication refills.
- Review test results.
- Review financial account and claims status, and pay bills online.
- Access health references and news.
- Use a health-centric search engine.
- Access an online drugstore, health insurance and consumer products.
- Complete forms requested by physician.
- Participate in one-on-one chats and forums with physicians.

"We are excited about the impact NextMD will have on our community."

Brad Block, CIO, Doylestown Hospital

NextMD.com provides personalized information through a secured website, strengthening the doctor-patient relationship.

A patient’s ability to find answers and communicate online reduces paperwork, phone calls and staff time.
NextGen\textsuperscript{web} is the Internet-enabled version of the NextGen suite. This powerful capability allows you to leverage the most important technology of our time to reduce the cost of communicating between multiple locations. Staff costs and support costs are also reduced.

Using NextGen\textsuperscript{web}, NextGen Healthcare also offers an application hosting alternative, allowing practices to license NextGen and the use of powerful, remote servers for one low monthly price. Using an Application Service Provider (ASP) business model, you connect to remote servers using high-speed, secure Internet or private network facilities. Practices no longer need to worry about lacking the financial and human resources related to sophisticated IT investments. Instead, they will be able to streamline their business operations while minimizing the risk, time and cost commonly associated with deploying and managing enterprise applications.

Product Architecture

NextGen\textsuperscript{pm} is a platform-independent, second generation client/server enterprise practice management system. It is scalable, flexible, and adheres to leading open architecture standards. Written in Microsoft Visual Basic\textsuperscript{*}, NextGen is a true 32-bit, multi-tier system built on the power, popularity and ease of use of Microsoft Windows\textsuperscript{*} technology. NextGen can be used from any computer running the Windows NT\textsuperscript{*}, Windows 2000\textsuperscript{*} or Windows XP\textsuperscript{*} operating systems.

About NextGen Healthcare

NextGen Healthcare Information Systems, Inc. is a wholly owned subsidiary of Quality Systems, Inc. (QSII:NASDAQ), one of the leading developers and providers of computer-based practice management and electronic medical records systems for medical and dental group practices. In business for nearly 30 years, QSI is profitable and has a history of financial health and customer service.

“We’ve reduced billing and collections costs by 35% — and the NextGen system has paid for itself three times over.”

Jack Reed, CEO
Piedmont Physicians Group

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Some features listed in this product overview are optional; see your sales representative for details.

*Indicates trademark or registered trademark of respective company. NextGen is a trademark, and Free Yourself to Practice Medicine is a service mark of NextGen Healthcare Information Systems, Inc.