



BREAKOUT SESSIONS

Our dynamic agenda is designed to spark fresh ideas and inspire new ways to transform your practice. With over 100 sessions available, now is the perfect time to begin mapping out your experience.

ADVENTURE NOW: CLINICAL

Adventure Now Care Guidelines = Better Outcomes

This session focuses on increasing the use of Care Guidelines within the NextGen Enterprise EHR—a key component of both the initial certification and recertification pathways. Through interactive, scenario-based activities, you'll explore workflows, new functionality, and practical strategies that drive consistency, improved outcomes, and certification success.

Adventure Now Care Guidelines: Configure. Apply. Succeed.

This session focuses on configuring Care Guidelines Decision Support Interventions within the NextGen Enterprise EHR—an essential skill for both the initial certification and recertification pathways. Through discussion, demonstration, and configuration-based activities, you'll review core setup steps, test workflows, and gain the confidence to apply Care Guidelines configurations that improve outcomes for clinical users while strengthening your certification journey.

Adventure Now EHR Tips and Tricks

Participants will engage in patient scenarios designed to enhance documentation efficiency and identify targeted tips and tricks for improving productivity. Participants will learn to personalize and optimize NextGen EHR documentation using features like My Phrases, Quick Saves, Copy Forward, and role-specific workflow tools. The session covers strategies for efficiency before, during, and after patient visits, including task delegation and Provider Approval Queue (PAQ) management.

UGM²⁰²⁵ BREAKOUT SESSIONS

ADVENTURE NOW: CLINICAL (CONTD.)

Adventure Now NextGen Share in Action-Connect. Share. Succeed.

This interactive session explores how NextGen Share empowers practices to streamline referrals, securely exchange patient data, and optimize clinical workflows—making it a valuable component of both the initial certification and recertification pathways. Through demonstrations, practical insights, and flexible discussion points, you'll deepen your understanding of NextGen Share and learn how to adapt its capabilities to your organization's needs.

Adventure Now Reports that Matter-Analyze, Apply, Achieve.

Join us for a focused discussion exploring EHR Report Writer and Crystal Reports—a session designed to support both the initial certification and recertification pathways. Through examples and real-life scenarios, you'll gain a clear understanding of each tool's features, uses, and benefits, and leave knowing which solution is best suited to your reporting needs.

ADVENTURE NOW: FINANCIAL

Adventure Now Contract Library

As part of the Discover NextGen Healthcare certification program, this Adventure Now training session provides comprehensive guidelines and scenario-based instructions for configuring and working with contracts within the NextGen Enterprise PM application. It covers various aspects such as common uses for contracts, setup in File Maintenance, fee schedules, contract exceptions, and linking contracts to payers and providers. Additionally, it includes examples illustrating different contract functionalities, as well as options for analyzing and tracking contract details.

Adventure Now PM Tips and Tricks

This session is designed for end-users, managers, and leadership seeking actionable insights to optimize workflows, increase productivity, and foster a culture of continuous improvement within the NextGen Enterprise PM application.. Whether you are just starting your practice or looking to refine established processes, this session offers a robust toolkit of proven strategies, innovative tools, and real-world examples to help you thrive.

Adventure Now Understanding and Optimizing PM Reports

As part of the Discover NextGen Healthcare certification program, this Adventure Now training session is designed to provide a non-technical review of NextGen Enterprise PM reports. Using scenarios and examples, this session will cover the logic and definitions behind some of the most common reports, aiming to improve knowledge of reporting capabilities and provide helpful hints to improve your understanding of reporting in NextGen Enterprise PM. This includes tips on how to choose the right report, avoiding common pitfalls, and troubleshooting.

ADVENTURE NOW: FINANCIAL (CONTD.)

Adventure Now Using Background Business Processor to Optimize PM Workflows

As part of the Discover NextGen Healthcare certification program, this Adventure Now training session focuses on the configuration and use of the Background Business Processor (BBP). It aims to enhance efficiency and automation of tasks by providing a non-technical overview of the configuration and management of packages, jobs, servers and schedules within the BBP. The presentation covers best practices, creative applications, and the impact of BBP on current and future workflows. Basic troubleshooting tools and tips will also be shared.

ALL-INCLUSIVE APPLICATIONS

AI In Medicine Physician Symposium

New this Year!

We are excited to announce the NextGen AI in Medicine Physician Symposium at UGM 25! This session is designed specifically for clinicians and healthcare leaders, offering practical insights into how artificial intelligence is reshaping ambulatory care.

What to expect:

- AI in Healthcare
- Where is AI working for Clinical Care?
- Tips & Tricks for Providers Adopting AI Scribes
- Work 1:1 with an expert to build macros, configure settings, and get answers to your questions in real time

CXO Summit: Accelerating Practice Performance

This high-impact session will bring together healthcare executive from across the country for an afternoon of collaboration, strategic insight, and innovation.

What to expect:

- Explore emerging innovations such as AI across the portfolio
- Navigate change: Understand evolving regulatory trends
- Maximize growth: Uncover actionable strategies to drive profitability, standardization, and scale
- Engage with peers: Connect with fellow industry leaders tackling similar challenges and opportunities

FQHC Executive Summit

New this Year!

We are excited to announce the FQHC Summit--a half day forum designed for community health leaders to collaborate and explore actionable strategies for today's evolving landscape.

What to expect:

- Staffing Efficiencies That Stick
- Regulatory and Compliance Update
- Partnering for Impact: Our Commitment to FQHCs
- Technology Modernization That Pays Off
- Data Orchestration as a Service

ALL-INCLUSIVE APPLICATIONS (CONTD.)

From Intelligence to Impact: AI, Intelligent Automation, and Generative AI in Healthcare

Artificial Intelligence (AI) is no longer a futuristic concept- it's reshaping healthcare today. From Intelligent Automation (IA) streamlining routine tasks to Generative AI creating new ways to document, summarize, and interact with data, these technologies are transforming clinical, operational, and patient experiences.

- The differences—and synergies—between AI, IA, and Generative AI in healthcare
- Real-world examples of automation reducing administrative burden and speeding decision-making
- How generative AI is enhancing clinical documentation, patient communication, and analytics
- Governance, bias mitigation, and data security strategies to ensure ethical and compliant use

From Vision to Victory: Strategic Goal Setting for Thriving Medical Practices

Every successful medical practice starts with a clear vision, but it's the strategic goals that turn that vision into reality. In this session, we'll break down the art and science of goal setting, helping you align your team, measure what matters, and drive meaningful results.

CLINICAL APPLICATIONS

MicroSessions Ambient Accelerators: Building Macros

Learn how to build customized macros that save time, reduce repetitive work, and enhance efficiency across daily charting.

MicroSessions Ambient Accelerators: Tailoring Settings to Your Needs

Discover how to personalize Ambient settings to maximize productivity. Learn techniques for tailoring workflows to fit your unique needs and preferences.

Auto-Immune Forum

Join us to explore recent updates to the Auto-Immune Specialty content and connect with our product team and your peers to discuss specialty specific needs /provide content feedback. Come make sure your voice is heard!

Blueprint AI: Client Success Story

Learn about Spectrum's end-to-end journey with NG8.3.1, Virtual Visits, BH Suite 5.6, and Blueprint AI, and see how these solutions streamline Behavioral Health care delivery. Then, take the opportunity to experience Blueprint AI firsthand and shape its future by sharing your feedback and insights.

CLINICAL APPLICATIONS (CONTD.)

Cardiology Forum

Join us to explore recent updates to the Cardiology Specialty content and connect with our product team and your peers to discuss specialty specific needs / provide content feedback. Come make sure your voice is heard!

Closing the Loop: Interoperability That Powers a 360° Referral Experience

Referrals are critical for patient care continuity—but too often they sit open ended within systems and manual follow-ups. In this session, we'll explore how NextGen interoperability and closed-loop workflows ensure every referral is tracked, completed, and communicated back to the originating provider.

Connected Care, Connected Future: Deep Dive into NextGen's Interop Capabilities

Interoperability is the backbone of healthcare. This session explores how connected data enables better care coordination, improves patient outcomes, and drives organizational growth. This session will showcase how NextGen's interop features extend your reach and enable improved patient outcomes: Data Share; Patient Matching Service; Clinical Reconciliation

Designing for Simplicity: Elevating the User Experience in the New Ortho Suite

Navigate the refreshed user interface and templates with improved look and feel and simplified, streamlined workflows.

Endoscopy Suite: Release Review

Come discover the future of Endoscopy documentation with our new Endoscopy Suite!

ENT & Allergy Forum

Join us to explore recent updates to the ENT & Allergy Specialty content and connect with our product team and your peers to discuss specialty specific needs / provide content feedback. Come make sure your voice is heard!

Eye Care in FQHC

Eye care is growing in the FQHC market. Let's discuss what to think about when considering opening an ophthalmology/optometry department, have started the process, or have implemented and looking for ways to become more efficient.

CLINICAL APPLICATIONS (CONTD.)

From Evidence to Practice: Care Guidelines That Work

Care Guidelines are often underused in general patient care and are not effectively leveraged to enhance performance on Clinical Quality Measures (CQMs) and other performance metrics. In this session, we'll revisit the fundamentals and explore how to effectively implement new Care Guidelines in a healthcare setting. You'll learn about the latest enhancements made to Care Guidelines to meet the new certification criteria outlined in HTI-1, discover best practices for rolling out and setting up these guidelines, and understand how to provide valuable feedback.

Gastro Forum

Connect with others in the specialty to review Gastroenterology Suite Release UGM 2025 and discuss specialty specific content needs.

Lessons Learned: Enhanced Upgrade Community Pilot

From July–September 2025, a cohort of FQ/FQ-BH organizations upgraded together to NextGen® Enterprise 8 using a specialty-focused community model: shared timelines, 5:1 resourcing, embedded Organizational Change Management (OCM), and peer learning. This session shares what worked, what didn't, and invites audience members to ask and offer suggestions for future upgrade experience enhancements.

Key Takeaways:

- A specialty-focused cohort approach builds community and accountability
- OCM strategies such as governance and clear decision rights can positively impact an upgrade
- Success metrics and readiness checks prevent surprises
- A repeatable playbook and communication plan sustain adoption

Maximizing Behavioral Health Suite Workflows: Streamlining Care from Referral to Discharge

Gain a clearer understanding of Behavioral Health Suite workflows while exploring new functionality that enhances efficiency and care delivery.

Medication Efficiencies with EHR and Mobile

Understand the importance of keeping pharmacy, medication, and formulary files up to date; learn the key differences in formulary data between Desktop and Mobile; see which Unit of Measure codes are returned; and explore how MME information is now available at the point of prescribing.

NextGen Mobile in Action: Powering Smarter, Faster Clinical Workflows

Step into the future of mobile healthcare with a dynamic walkthrough of the latest innovations in our mobile platform. This session offers a comprehensive, end-to-end overview of key workflows—designed to simplify documentation, reduce provider burden, and accelerate clinical efficiency. You'll get a firsthand look at new features, smart enhancements, and what's next on the roadmap. Whether you're a seasoned user or just getting started, this session is your front-row seat to what Mobile has to offer.

CLINICAL APPLICATIONS (CONTD.)

NextGen Mobile Speech-to-Text: Seamless Clinical Documentation

Discover the future of clinical documentation with NextGen's Speech-to-Text solution. Join us to see how these powerful enhancements can streamline your workflow, reduce errors, and give you more time for patient care. Don't miss your chance to experience smarter, faster, and more personalized documentation.

Nursing and Medical Assistant Workflow Optimization

Learn how to optimize nursing and medical assistant workflows with NextGen Enterprise EHR—from pre-visit planning and rooming to order management and checkout—to improve efficiency, close care gaps, and enhance the patient experience.

MicroSessions NextGen 8.3.1 New Features: Care Guidelines Enhancements

Review the latest updates to Care Guidelines in version 8.3.1. Learn how enhancements support better clinical decision-making and performance.

MicroSessions NextGen 8.3.1 New Features: EHR New UI Framework Configuration

Explore the redesigned EHR user interface in version 8.3.1, built for flexibility, efficiency, and a modern user experience. See new workflows and configuration options in action.

MicroSessions NextGen 8.3.1 New Features: Pre-Encounter Documentation

See how providers can pre-chart patient encounters with new workflows in 8.3.1. Learn how enhancements streamline documentation and improve accuracy before the visit.

Ophthalmology Forum

Let's take time to discuss the latest and greatest in the ophthalmology specialty. During this session, we'll provide what's coming in NextGen solutions and how it ties into this specialty. I don't believe we'll need a full 90 minutes if that's the requirement for a "forum"

Optimizing the Use of the Medication Module

With the focus on provider workflows, efficiency and patient safety, this session discusses configuration, optimization, the ins-and-outs of pharmacy interoperability, and optimal use of extended clinical staff.

CLINICAL APPLICATIONS (CONTD.)

Smarter Summaries: AI at Work for Patient Care

Clinical context shouldn't stay tied to a desktop. This session introduces the AI-powered mobile patient summary, delivering key insights and patient context directly to providers on the go. With intelligent summarization and a streamlined mobile view, clinicians can quickly grasp the most important details—whether preparing for a visit, rounding, or following up on care. See how mobile patient summaries powered by AI save time, reduce cognitive load, and keep providers connected to the information they need—anywhere, anytime.

Specialty Care Town Hall

Join this session to learn more about how NextGen Healthcare is working with our specialty care clients. We will cover the following:

- Application Managed Services Update
- Review of Upgrade Process
- Discuss other Application Managed Services Initiatives
- Share Support Statistics
- Open Forum with Q&A

Tribal User Meeting Breakfast

Grab breakfast with your peers and hear about the latest strategic focus in the Tribal Health market at NextGen Healthcare from our leaders.

Urology Forum

Connect with others in the specialty to review the Urology Suite Release and discuss specialty specific content needs.

What's New with Mobile in Ophthalmology

Learn how eyecare practices can use NextGen Mobile to help drive efficiency in your practice while reviewing current workflows, the latest release, and discuss what's coming.

What's New with Ambient Assist: Smarter Tools, Smoother Workflows

Discover the latest advancements in Ambient Assist that are transforming the provider experience. From Magic Edit to Custom Instructions, Language Auto-Detect, and an all-new Transcript View, this session will highlight powerful new features designed to enhance flexibility, accuracy, and ease of use. We'll also dive into proven strategies for successful implementation and provider onboarding—focusing on how to build confidence, ensure adoption, and maximize the value of Ambient Assist from day one. Whether you're just getting started or looking to get more out of the tool, this session will get you up to speed on everything new and next.

CLINICAL APPLICATIONS (CONTD.)

What's New in EDR: 5.2 Release Review and Expert Level Tips for EDR practices

Enhance your knowledge of EDR functionality released this year with a review of the EDR 5.2 major release version. Stay for practice tips and tricks based on client-submitted questions answered by our dental experts.

Workflows for FQHCs with Behavioral Health Suite

Join Bowen Center for a focused discussion on their Federally Qualified Health Center (FQHC) and Behavioral Health workflows within NextGen. This session will explore how Bowen leverages NextGen to streamline clinical documentation, enhance care coordination, and meet compliance requirements unique to FQHC and Behavioral Health settings.

CLINICAL QUALITY

Population Health Excellence: Best Practices for Maximum Impact

Population health success requires more than data—it takes strategy, collaboration, and the right tools. This session explores proven best practices that leading organizations use to advance care coordination, close gaps, and improve health outcomes at scale. Learn how to leverage analytics, patient engagement, and team-based care to deliver measurable impact while reducing cost and complexity. Walk away with practical insights and strategies you can apply immediately to elevate population health performance and make a lasting difference in the communities you serve.

Reporting and Performance: One Comprehensive Solution (CHC)

Community Health Centers face unique reporting and performance challenges. This session showcases how NextGen delivers a comprehensive, all-in-one solution that streamlines compliance, reduces administrative burden, and provides actionable insights. With integrated reporting and performance tools, CHCs can more easily meet UDS and quality requirements while also tracking outcomes that matter most to their patients and communities. See how one solution brings together compliance, analytics, and performance monitoring—helping CHCs focus less on reporting complexity and more on delivering excellent care.

Strategies for Winning in Value-Based Care and MIPS Expert Guidance

The shift to value-based care requires more than compliance—it demands strategy. This session provides expert guidance on navigating MIPS and value-based programs with confidence. Learn proven approaches to streamline reporting, leverage data for stronger performance, and align clinical and financial goals to succeed in today's reimbursement environment. Our experts will share practical strategies, best practices, and insights to help your organization not only meet requirements but also capture opportunities for improved quality, revenue, and patient outcomes.

CLINICAL QUALITY (CONTD.)

The Digital Shift in Quality Reporting

Quality reporting is evolving—and going digital is changing the game. This session explores how NextGen helps practices move beyond manual, resource-heavy processes to streamlined, automated digital reporting. With tools designed to simplify data capture, ensure compliance, and deliver actionable insights, providers can focus less on paperwork and more on improving outcomes. Learn how embracing the digital shift transforms quality reporting from a regulatory requirement into a strategic advantage for your practice.

UDS Made Simple: Faster, Easier, Better

UDS reporting doesn't have to be overwhelming. This session highlights how NextGen's enhanced tools and workflows make UDS submission faster, easier, and more accurate. With built-in automation, intuitive dashboards, and improved data capture, community health organizations can reduce reporting stress and free up staff time.

The session will cover strategies for interpreting clinical data to prepare for HRSA's adoption of UDS+ reporting. Attendees will learn how to use UDS data to establish consistency and eradicate disparate reporting styles. Gain insights from a Health Centered Controlled Network (HCCN) that collaborates with health centers nationwide to analyze workflows, enhance population health outcomes, dismantle data silos, and promote the use of standardized reporting terminology.

CLINICAL; CLOSED LOOP PATIENT EXPERIENCE

Prescription Adherence in Action: Patients Leading the Way

In this session you will:

- Get introduced to a soon-to-launch program for patient reminders to pick up their medications
- Gain understanding on what, when, and how as it becomes available to your patients

CLINICAL; FINANCIAL

Vision Forward: Empowering Ophthalmology with modernized optical management solutions

Empower ophthalmology practices with modern optical management solution to drive retail integration and resulting efficiencies.

CLINICAL; IT

Ophthalmology and Care Guidelines

If you're considering launching Care Guidelines in your eye care practice, this is the class for you! We'll discuss diagnoses to consider when setting up as well as show how to set up Care Guidelines for your practice.

Ophthalmology Template Configuration for Efficiency

Let's jump into configuration in system and practice templates! Review ways to configure your EHR to improve the user experience and drive efficiency in your practice.

CLOSED LOOP PATIENT EXPERIENCE

Closed Loop Patient Engagement and Readiness: NextGen Engage powered by Luma

Getting patients into care and ensuring they're ready for their visit requires more than scheduling alone. This session will showcase how NextGen Engage, powered by Luma-powered solutions, streamlines patient readiness through payment collection, insurance verification, and discrete data integration. Get ready to see the value of integration, maximize patient efficiency, reduce no-shows, and breakdown barriers to care. Hear from a peer that will showcase the added clinical and operational value Luma brings to patient engagement.

Empowering the Patient Experience in NextGen Enterprise 8

Discover how the latest Enterprise 8 release takes staff and patient experience to the next level with powerful new tools designed to improve access, communication, and engagement. In this session, we'll walk through the newest PxP capabilities and show how they work together to create a seamless, closed-loop experience between patients and providers

Meet NextGen Navigator powered by Luma: AI That Transforms

Explore the new offering for applying conversational AI to your contact center for patients

Patient Experience Redefined: Sneak Peak

In this session you will:

- Get insight in what's coming next for PxP Portal
- Get sneak peek of next version of PxP Portal
- Get chance to provide input on direction of next version of PxP Portal

CLOSED LOOP PATIENT EXPERIENCE (CONTD.)

Seamless Virtual Visits in Practice Operations: From Scheduling to Follow-Up

Showcase the new administrative features that enhance practice operations and deliver deeper insights into virtual visits. Learn how to leverage Virtual Visits admin tools to optimize workflows, improve oversight, and drive better outcomes for your practice.

The Closed Loop Experience: Provider Journey, Unlocking Integration & Efficiency

View the optimized entire provider and patient journey end-to-end in one session.

DATA ANALYTICS

Clinical Research and Real-World Evidence: A Beginner's Guide for Ambulatory Providers

Clinical research may seem like something that only happens in large academic medical centers, but today's technology makes it possible for ambulatory providers to contribute valuable insights from their everyday patient care. This session introduces healthcare professionals to the basics of clinical research and shows how "real-world evidence" – data collected from routine clinical practice – can improve patient outcomes and advance medical knowledge.

We'll start with the fundamentals: what clinical research is, why it matters, and how it differs from the care you already provide. You'll discover that much of the patient information you collect daily can contribute to research without disrupting your workflow. Through simple examples and step-by-step guidance, we'll show how electronic health records, patient surveys, and common health apps can become powerful research tools.

No prior research experience is required. This session is designed for busy clinicians who want to understand how they can participate in research while maintaining their focus on excellent patient care. You'll leave with practical knowledge about how to get started, what resources are available, and how technology can make research participation both feasible and rewarding.

Data on Demand: Orchestrating Insights Your Way

Every organization needs data, but not all need it the same way. This session introduces NextGen's Data on Demand, giving you the power to access, orchestrate, and visualize insights on your terms. Whether you're building custom KPIs, exploring financial and clinical performance, or integrating data into existing workflows, you'll see how flexible access meets powerful analytics.

Discover how Data on Demand empowers your team to transform raw data into meaningful insights—driving smarter decisions, stronger performance, and measurable impact across your organization.

DATA ANALYTICS (CONTD.)

Driving Ambulatory Practice Performance: From Reactive to Prescriptive Healthcare

Healthcare practices are at a pivotal moment where data analytics can transform how we deliver care, manage operations, and improve patient outcomes. This session explores the evolution from traditional practice management to data-driven decision making, examining where most practices are today versus the advanced analytics capabilities that leading organizations are implementing. Participants will discover how to move beyond basic reporting to prescriptive analytics that can anticipate patient needs, optimize resource allocation, and automatically recommend specific actions to prevent problems before they occur. We'll explore real-world examples of practices using data to make bold decisions that dramatically improve performance metrics, patient satisfaction, and financial outcomes.

The session addresses the gap between current practice capabilities and emerging technologies, providing a roadmap for transformation. Through practical case studies, attendees will learn how to identify opportunities for data-driven improvements, implement analytics solutions that fit their practice size and resources, and build a culture of continuous improvement based on evidence rather than intuition.

FINANCIAL

A Fresh Look: The New Practice Management Experience

Discover the fresh look and intuitive feel of the new Practice Management user experience. Built with a modern design aesthetic, streamlined navigation, and simplified layouts, the interface creates a cleaner, calmer workspace for staff. The result: less clutter, easier access to information, and a more natural flow from task to task. See how thoughtful design choices elevate usability—helping staff feel confident, comfortable, and empowered in their daily work.

Claim Confidence: Fine-Tuning Edits for Maximum Reimbursement

Get paid right the first time. This session will show you how to harness the power of the rules engine and automation to optimize claim edits, reduce denials, and accelerate reimbursement. Learn how to create and refine “rules that pay” by catching errors before submission, applying best practices for automation, and tailoring edits to your specialty and payer mix. Whether you're fine-tuning existing workflows or building new ones, you'll leave with actionable strategies to boost claim accuracy, improve cash flow, and increase confidence in every claim you send.

FINANCIAL (CONTD.)

Digital First: Accelerating Payments Through Transparency and Integration

As patients expect digital convenience in every aspect of their healthcare journey, NextGen is leading with a digital-first approach. With NGPay powered by InstaMed, practices can deliver secure, mobile-friendly eStatements that improve transparency and speed to payment.

This session will highlight:

- Digital-first eStatements that reduce paper, accelerate delivery, and give patients a convenient, eco-friendly way to access and pay their bills.
- Seamless integration with NextGen PM and the broader patient experience platform, eliminating manual work for staff.
- NGPay powered by InstaMed capabilities: real-time payment posting, automated reconciliation, and flexible patient payment options.
- Proven outcomes—practices are seeing faster collections, reduced statement costs, and improved patient satisfaction.

Join us to learn how these capabilities simplify the financial journey for patients while driving operational efficiency and revenue performance for your organization

Elevate your Clearinghouse Experience: Innovate, Automate, and Accelerate with NextGen + Waystar

As NextGen Healthcare's preferred Claims Management partner, Waystar delivers leading-edge technology that simplifies the claims lifecycle. Our expanded relationship with Waystar makes NextGen Healthcare the first organization in the market to combine industry-leading solutions and capabilities across the entire revenue cycle. In the session, clients can expect to learn more about:

This session will highlight:

- General benefits and capabilities of the Waystar clearinghouse
- Best practices around the migration process
- Waystar's additional products and capabilities that help improve the revenue cycle while driving operational efficiency and revenue performance for your organization

Eligibility Elevated: Enhancing Patient Experience and Practice Performance

Eligibility shouldn't slow anyone down. This session showcases how NextGen's integrated eligibility workflow—powered through the patient experience platform—creates a connected, streamlined process for both staff and patients. By embedding eligibility checks into the patient journey, practices can reduce back-office bottlenecks, cut down on surprises at the front desk, and give patients clearer visibility into their coverage before visits.

Discover how this integrated approach enhances transparency, saves staff time, and improves the overall patient experience.

Faster, Smarter Credentialing Through Market Solutions

Leverage technology to reduce denials, management burden related to Provider Credentialing

FINANCIAL (CONTD.)

MicroSessions

NextGen 8.3.1 New Features: Enterprise Scheduling

Explore the new Enterprise Scheduling functionality in version 8.3.1, including workflows, configuration, and setup best practices.

MicroSessions

NextGen 8.3.1 New Features: Patient Cost Estimator

Discover the new patient cost estimator tool in version 8.3.1. Learn the features, workflows, and setup requirements that empower financial transparency for patients.

MicroSessions

NextGen 8.3.1 New Features: USPS Address Validation

Learn how to implement USPS validation with NextGen 8.3.1. This session covers integration, backend setup, and configuration for accurate patient address management.

NextGen Pay Powered by InstaMed: One Experience, Every Step

NextGen Pay powered by InstaMed helps practices modernize payment processing across the patient journey, from the digital front door to billing and payment. In this session, we'll show you how the right payment options and communication channels can build patient loyalty and get providers paid faster with less time and staff effort. Presenters will discuss how you can:

- Understand the latest payment trends affecting providers and patients
- Leverage integrated workflows across the NextGen Solutions
- Explore opportunities for automation and ways to streamline workflows

Practice Management, Elevated: Enterprise 8 Updates

Stay ahead with the latest updates to NextGen Enterprise 8, designed to elevate the user experience and deliver meaningful enhancements across financial and operational workflows. This session will walk through the most impactful improvements—ranging from streamlined navigation and refined user interface elements to smarter automation and enhanced compliance capabilities. Learn how these updates help your organization work more efficiently, reduce administrative burdens, and prepare for the future—all while ensuring a smoother, more intuitive experience for providers, staff, and patients.

Price Clarity, Patient Confidence: Using the Cost Estimation Tool

Patients want to know what to expect before they walk through the door. This session introduces NextGen's integrated cost estimation tool, designed to give patients a clear, upfront view of their financial responsibility while simplifying workflows for staff. By embedding cost estimates directly into the patient experience, practices can reduce billing surprises, improve collections, and foster stronger patient relationships.

See how cost transparency not only improves financial outcomes but also builds confidence, trust, and satisfaction across the entire patient journey.

FINANCIAL (CONTD.)

Revenue Cycle Made Simple: A Guide for Non-Billers

You don't have to work in billing to impact your organization's bottom line. This session breaks down the revenue cycle into clear, easy-to-understand steps showing how every role in the practice plays a part in moving a patient encounter from appointment to payment. Learn key terms, common bottlenecks, and practical ways to support accuracy, reduce delays, and improve collections. Whether you're in front office, clinical, or administrative support, you'll walk away with the knowledge to contribute to a healthier, more efficient revenue cycle

Streamline Payments with Intelligent Automation

Discover how new Payment Intelligence technology can work to streamline deposit reconciliation, reduce manual effort, and provide analytic visibility.

Streamline RCM Operations with Intelligent Automation

Learn how new RCM Intelligence technology streamlines task management, account balancing, and adjustments- reducing manual effort and boosting operational efficiency

Workflow Optimization and Efficiencies for the Back Office

Behind every great patient experience is a back office that runs seamlessly. This session highlights how NextGen's financial workflow enhancements simplify billing, streamline reconciliation, and reduce manual tasks for staff. With tools that automate routine processes and provide clearer financial visibility, practices can focus less on paperwork and more on performance. Discover how optimized back office workflows improve staff productivity, accelerate revenue cycles, and deliver a more consistent financial experience for both practices and patients.

Workflow Optimization and Efficiencies for the Front Office

The front office sets the tone for every patient interaction. This session explores how NextGen's optimized front office workflows create a smoother experience for both staff and patients. From simplified scheduling and check-in to integrated eligibility and payment options, the redesigned processes reduce administrative stress and improve efficiency at the point of service. Learn how front office optimization enhances staff productivity, shortens wait times, and delivers a more welcoming, seamless patient experience.

HOSTING

MicroSessions Faxing and Peripherals

Take a deep dive into faxing and peripheral devices. Learn about our best practices and how to be set up for success!

MicroSessions Networking and Performance Best Practices

Discover best practices for delivering reliable, high-performing end-user experiences by optimizing networking performance and stability.

MicroSessions User Management and IAM Best Practices

Dive into faxing and peripheral management. Learn proven best practices to ensure seamless setup and long-term success.

IT APPLICATIONS

MicroSessions Rooted in Solutions: The Power of Problem Management

Move beyond surface-level fixes with proven approaches to problem management. Learn how we identify systemic issues, run effective RCAs, and apply countermeasures to reduce incidents and improve service reliability.

MicroSessions Command and Control: Navigating Major Incidents

Learn how major incidents are classified, managed, and resolved with speed and clarity. Explore playbooks, communication strategies, and escalation paths that restore confidence and stability quickly.

Dynatrace, Dashboards and Observability

Take a deeper dive into our Managed Services telemetry to understand how we bring data and observability and turn it into action to prevent issues from occurring.

IT APPLICATIONS (CONTD.)

Information Technology Infrastructure Library Framework

This session provides a comprehensive overview of the ITIL (Information Technology Infrastructure Library) Framework, focusing on how it can be leveraged to enhance IT service management and align IT operations with business objectives. During the session, we will explore the core components of ITIL such as change management, incident management, and problem management.

Interoperability Automations that Drive Patient Care and Practice Efficiency

Imagine an EHR that doesn't just receive data—it acts on it. With NextGen's native automation rules, practices can automatically route incoming information, honor patient consent, flag sensitive details, and surface insights exactly when providers need them. In this session, we'll show how these built-in capabilities cut down on clicks, eliminate busywork, and transform interoperability into better care and smoother operations.

Journey to Hosting

Learn about a client's journey to our Managed Cloud Services and life after hosting with our ongoing operations and alerts & monitoring.

Mastering Mirth Connect: Tips, Tricks, and Transformation Patterns

Go beyond the basics with this deep dive into building and optimizing Mirth Connect channels. From message transformation best practices to advanced routing and filtering, this session will give you the techniques to create scalable, maintainable integrations that support complex clinical and administrative workflows.

Mirth Connect: Powering Seamless Healthcare Data Exchange

In a world where data drives care, interoperability isn't optional—it's essential. This session explores how Mirth Connect empowers healthcare organizations to connect systems, share data, and meet evolving mandates with speed and precision. We'll showcase what Mirth Connect is and how it can help you automate workflow and scale with confidence.

MicroSessions Model and DesignHub

See how DesignHub helps teams apply best practice workflows, manage projects efficiently, and build enterprise-wide standards.

Modernizing the Hosting Experience

Learn about the investments we are making in our Managed Cloud Services to create a better experience for our end users. Learn about key functions such as:

- Application Monitoring
- New Identity Management Solution
- Moving to virtualization

IT APPLICATIONS (CONTD.)

NextGen Share and What's Next in Interoperability

As healthcare evolves, so do the interoperability services and networks. This session will explore the services enabling seamless exchange of data across formats, vendors, and care settings. Learn how to align your integration strategy with emerging networks, new exchange partners, and automation services.

Project Unity

Learn about our journey to modernize our product to a web-based platform. Come understand what the journey will entail and what you can do to prepare now (move to hosting, NGE8 upgrade, what else?)

MicroSessions Self Hosted Upgrade: How to Re-register Your Thin or Fat Workstations (and Why It Matters)

Understand the critical steps for properly re-registering Thin or Fat workstations after a Self-Hosted Upgrade. Learn why this process is essential for maintaining security, functionality, and uptime.

Unlocking the Power of APIs: Driving Efficiency, Connectivity, and Innovation

APIs are the modern building blocks of healthcare connectivity, empowering organizations to integrate systems, automate workflows, and deliver new patient and provider experiences. In this session, we'll explore practical ways to leverage APIs to maximize efficiency from your EHR, practice management, and ancillary systems.

The Modern Era of IT: Fractional CIO Strategies That Drive Better Outcomes for Small/Midmarket Healthcare Practices

The World of IT is changing. While your EHR application and data may be covered by a best-in class EHR like NextGen, what about email, desktops, network, security, wireless... etc. for everything else in the practice?

Your IT strategy needs diverse skills in security, automation, workflow, design, and business acumen to make everything sing together in harmony for your practice. However, this C level employee is well into 6 figures and a rare find amongst IT employees.

Fractional CIO strategies can help augment this need for a fraction of the cost and redefine the vision/strategy for the department to make sure the most important initiatives are being addressed first.

In this session you will:

- Learn how to use existing data and integrate user surveys to understand trends and problems that are most important to your user community.
- Design a methodology to visualize and roadmap your highest IT needs to make the biggest impact to the practice.
- Access your IT department to make sure you have the right players in the right seats to create the best IT experience for your user community and your patients.

MANAGED SERVICES – UPGRADES

Application Managed Services: An Elevated Experience

Discover how NextGen's Application Managed Services deliver an elevated experience through proactive support, seamless optimization, and client-first expertise. Learn how our team drives efficiency, reduces risk, and empowers your organization to focus on delivering exceptional care while we manage the complexity behind the scenes.

MicroSessions Get Ready for Post- Upgrade Support

Learn how to best support your teams on go-live day and beyond. Gain tips for clear issue reporting, using impact statements to strengthen product road maps, and ensuring a seamless transition into support processes.

NextGen Enterprise 8 Regulatory Upgrades and Our Service Offerings

Explore how NextGen's NGE8 Regulatory Upgrades and service offerings keep your organization ahead of evolving compliance demands with confidence and ease. Gain insight into our streamlined approach that minimizes disruption, maximizes efficiency, and ensures you're always prepared for what's next.

NextGen Enterprise 8.3.1 Early Adopter Upgrades Round Table

Join an interactive discussion with peers and NextGen experts who have already taken the leap into NGE8.3.1. In this round table-style fireside chat, early adopters will share their experiences, lessons learned, and best practices for a successful upgrade. Whether you're preparing to begin or simply exploring what's ahead, this session offers candid insights and practical takeaways to help you navigate your own path with confidence.

What You'll Gain:

- Real-world lessons from early adopters on what worked — and what didn't.
- Practical strategies to minimize disruption and streamline your upgrade.
- A chance to ask questions and connect directly with peers and experts.

NextGen Enterprise: How to Prepare for your NextGen 8 Upgrade -Best System and Business Practices

A smooth NGE8 upgrade requires more than just technical readiness — it demands alignment across systems, workflows, and people. In this session, our experts will share proven strategies and best practices to help you prepare your organization for success, minimize risk, and unlock the full value of your upgrade.

What You'll Gain:

- A checklist of key system and infrastructure prerequisites.
- Strategies to engage leadership, clinicians, and staff for business readiness.
- Practical insights to reduce downtime, mitigate risk, and drive long-term value.

NextGen Mobile: Setting you Ambient Implementation up for Success.

Prepare your team for operational success to ensure readiness, smooth workflows, and effective change management when implementing Ambient. Discover best practices and insights that drive adoption, optimize workflows, and empower your providers to focus more on patient care.

MANAGED SERVICES – UPGRADES

MicroSessions

Project Manage your NextGen Enterprise 8® Upgrade like a NextGen Expert

In this session, we'll explore strategies for planning both expected outcomes and potential risks. Learn best practices for executing key project activities successfully, and experience a guided walkthrough of an integrated testing event. The session will conclude with a call to action encouraging participation in product, platform, and solution demonstrations.

Specialty Care: How to Prepare For Your NextGen 8 Upgrade: Best System and Business Practices

Get ready to elevate your Specialty Care practice with a smart, seamless transition to NextGen 8. This session uncovers insider tips and proven best practices to streamline workflows, strengthen your business, and position your team to thrive with the power of the upgrade.

MicroSessions

Manage Change in Projects and Beyond

Explore strategies and tools to effectively manage change before, during, and after a project or operational shift. Discuss best practices to minimize disruption and maximize efficiency outcomes.

MicroSessions

NextGen Enterprise 8 Day 1 Impacts: How to Prepare and What to Avoid

Understand the key Day 1 impacts of NGE8. Learn what to expect, prepare for, and proactively avoid. Gain actionable strategies to minimize disruption and maximize readiness.

ORGANIZATIONAL DEVELOPMENT

Cultural Intelligence: Building Bridges Across Differences

Collaborating with others can be challenging, and conflicts are often the result of cultural differences. Failing to account for someone's culture can lead to misjudgments and unnecessary conflict. In this session, we'll dive into how culture influences behavior in various scenarios, aiming to remove barriers and enhance relationships in the workplace.

ORGANIZATIONAL DEVELOPMENT (CONTD.)

Elevate Skills. Empower Teams. Exceed Expectations: NextGen Healthcare Certification and Training Program

Elevate Skills, Empower Teams and Exceed Expectations with the updated NextGen Healthcare Certification and Training Program. Discover the benefits, learn who in your organization should certify, and see how it connects with the Discover NextGen Healthcare training initiative. Walk away with clear next steps to prepare and succeed!

Executive Presence: Communicate with Confidence, Lead with Impact

What makes people lean in when you speak? How do some leaders command a room without saying a word? This session explores the essence of Executive Presence—what it is, why it matters, and how to cultivate it authentically. You'll learn how to: project confidence and credibility in high-stakes moments, align your verbal and nonverbal communication with your leadership intent, and navigate challenging conversations with clarity and composure. Whether you're presenting to senior leaders, leading a team through change, or simply want to show up more powerfully in your role, this session will help you elevate your presence and expand your impact.

Finding Your Place in Change

Change is inevitable—but how we respond to it is where our power lies. This session explores how personal identity, mindset, and influence shape our experience of change. Whether you're facing organizational shifts, adapting to new technologies, or responding to evolving cultural dynamics, this session will help you reframe change as a space for growth rather than disruption. You'll leave with practical tools, renewed perspective, and a clearer sense of how to find your place—and your power—within change.

Guiding the Journey: Effective New Provider Training Made Simple

This session is designed to provide practical, scenario-based guidance for onboarding new providers into your practice using NextGen Enterprise applications. The session highlights proven strategies, workflows, and best practices to ensure new providers quickly adapt to your clinical and operational environment.

You'll explore how to align training with real-world patient encounters, reinforce core workflows, and apply tips for efficiency, accuracy, and compliance. By the end of this session, you'll have a structured framework and tools to confidently train providers, setting them up for success from day one.

Keeping Employees Engaged through Change

Change is constant—and how leaders navigate it determines whether teams thrive or disengage. This interactive course equips managers with practical strategies to maintain trust, motivation, and performance during times of transition. Participants will explore the psychology of change, learn techniques to foster resilience, and practice communication approaches that reduce uncertainty and strengthen alignment.

ORGANIZATIONAL DEVELOPMENT (CONTD.)

Keeping It Human: Shaping Culture in the Age of AI

Explore how AI is reshaping company culture in healthcare—from communication and collaboration to ethics and innovation. This session offers practical insights into using AI to support organizational values, foster trust, and build a future-ready workforce. Ideal for leaders and professionals navigating the intersection of technology and culture.

Radical Conversations: Say What Matters

Words are the foundation of our jobs, relationships, and lives, yet we often have trouble finding the right ones when what we have to say really matters. In this session we will explore why the most important conversations are often the hardest and provide practical ideas and strategies to navigate those conversations when they arise. Participants will walk away with a greater understanding of the importance of being highly skilled at having important conversations as well as strategies and tools to improve success and get better results when the stakes are high.

The Engagement Equation: Presentation + Facilitation = Impact

Want to be remembered—not just heard In The Engagement Equation: Presentation + Facilitation = Impact, we'll show you how to talk less, engage more, and turn every meeting or training into an interactive experience your audience won't forget. Through real-world healthcare examples, you'll learn how preparation, presence, and performance shape impact—and walk away with practical strategies to simplify complex information, spark dialogue, and lead with confidence.

Training Reimagined: Discover NextGen Healthcare

We invite you to explore our reimagined, innovative training strategy that serves as the foundation for our certification programs. In this session, you'll gain a clear understanding of how Discover NextGen not only prepares individuals for certification but also drives stronger adoption, consistency, and impact across your organization.

Transformational Leadership Leading Beyond your Limits

If you've ever asked yourself why you lead the way you do—or felt the tension between how you lead and how you aspire to lead—this session is for you. Returning for a second year, this 75-minute experience dives deep into the mindset of transformational leaders. Together, we'll explore the attitudes and beliefs that shape your decisions, commitments, and relationships. You'll walk away with practical tools to: Understand what drives your leadership style, Uncover the beliefs behind your actions, Ask powerful, perspective-shifting questions, and Challenge the status quo with clarity and courage. Whether you're looking to elevate your impact or reconnect with your leadership purpose, this session will help you lead beyond your limits—and inspire others to do the same.

ORGANIZATIONAL DEVELOPMENT (CONTD.)

Using Certification and Training Program to Help with Goal Setting and Career Development

Ignite Your Career with NextGen Healthcare & Certification Paths!
Ready to take your professional growth to the next level? This exciting session will show you how to harness the power of NextGen Healthcare and its Certification Learning Path as game-changing tools for success. Discover how to choose the right certifications at the right time, align training phases with your personal and professional goals, and create a clear roadmap that accelerates your career. Whether you're aiming for your next big role or striving to become the go-to expert in your practice, this session will give you the strategies, confidence, and inspiration to make it happen. Don't just keep up—lead the way!

When Change Doesn't Work: Strategies for Identifying, Implementing, and Measuring Effective Change

Change is essential for growth, yet many organizational change initiatives fail to deliver their intended results. This course explores why change efforts often fall short and provides leaders with practical tools to ensure success. Participants will learn to identify barriers that derail change, design strategies that align with organizational goals, and implement best practices to foster adoption across teams. The course emphasizes how to measure the impact of change, adapt when challenges arise, and sustain improvements over time. By the end, participants will be equipped with actionable strategies to lead effective change that lasts.

REGULATORY

21st Century Cures Act: Information Blocking Compliance and Data Sharing Best Practices

With HHS's recent announcement that they will be stepping up information blocking enforcement, it has never been more critical that healthcare organizations understand their regulatory obligations when it comes to sharing of data with patients, caregivers, and providers.

Another Year, Another Set of Regulatory Challenges: Government and Industry Updates

Keeping pace with the constant changes across the health industry is as important as insuring positive patient outcomes. In this session, attendees will identify top regulatory and legislative initiatives driving change for their organizations and patients.

REGULATORY (CONTD.)

Cracking the Code on CMS Prior Authorization

Understand Prior Auth final rule and what it means to your practice.

EHR Strategies for Stronger Financial Performance

Gain insights about Care Management, VBC, Telehealth and related coding to unlock revenue opportunities while improving clinical outcomes

MIPS Value Pathways: Maximizing Clinical Efficiency and Reimbursement

Learn about the latest changes to the MVP program, including the introduction of the new Ambulatory Specialty Model (ASM) and explore the potential benefits of participation for your organization

Navigating the Regulatory Landscape

Learn about the latest proposed and final regulations impacting healthcare organizations. Understand the potential impact of federal healthcare policy changes.

Sensitive Data: Privacy, Consent & Segmentation

Understand the role of state and federal laws and regulations governing protection of sensitive health information. Learn about existing NextGen Enterprise tools for protecting privacy of patient data.

Tips and Tricks for Improving Your Quality Performance Scores

Join us to gain a better understanding of how to select quality measures based on benchmarking and achievement points. Attendees will learn workflow and configuration tips and tricks to improve their overall Quality Performance Scores. Our discussion will also cover your reporting options.