

Ocoee Regional Health Corporation Unlocks Powerful Clinical and Financial Gains

THE CHALLENGE

For the past 15 years, Ocoee Regional Health Corporation has partnered with NextGen Healthcare for its practice management and billing platform. In 2012, they also added NextGen Enterprise EHR.

Chandler Blakely, Chief Financial Officer at Ocoee Regional Health Corporation, shared why NextGen Healthcare was their first choice, saying, “We have maintained loyal customers because, from our standpoint, even though we have many options now, it’s the best fit for us as an FQHC. It makes a big difference in our ability to function in that space.”

Over the years, Ocoee Regional Health Corporation has grown their NextGen Healthcare solutions set, introducing automation, increased visibility, and more efficient billing operations into financial and clinical areas where it was once lacking.

However, the team continued to struggle with scheduling blind spots and relied on paper surveys. Their front office staff was unable to see if patients confirmed their appointments. They also issued surveys via paper, which were time-consuming and created a barrier for some multilingual patients.

On the financial side, their previous payment processing partner was housed outside of NextGen Healthcare, requiring staff to manually process payments; this caused workflow redundancy as well as increased human error.

THE SOLUTION

In response to these hurdles, Ocoee Regional Health Corporation introduced two key offerings: NextGen Patient Engage powered by Luma and NextGen Pay powered by InstaMed.

These solutions supported automation and boosted ease and access for both patients and practice staff.

THE IMPACT

Patient engagement. Practice success.

Since Luma’s integration with NextGen Healthcare, Ocoee Regional Health Corporation has been using the Patient Engage platform for patient reminders, self-scheduling, and feedback.

“Now, my front office staff can see that a patient has confirmed their Luma appointment. They can see when a patient is scheduled, whereas prior to Luma, that was not an easy task... We didn’t have any of that to begin with,” said Blakely.

CLIENT PROFILE

Ocoee Regional Health

Background: Ocoee Regional Health Corporation was established in 1978 to offer accessible medical care to its rural Southeast Tennessee community. Today, they are a non-profit corporation that has expanded to locations in six counties, allowing them to serve approximately 10,000 patients each year.

NextGen Healthcare Solutions:

NextGen® Enterprise EHR

NextGen® Enterprise PM

NextGen® Pay
powered by InstaMed

NextGen® Patient Engage
powered by Luma

HIGHLIGHTS

50% Improved A/R by 50% between 2021 and 2025



Leveraged patient surveys for data-driven improvements

12% Improved A/R for sliding fee scale patients by 12%



Streamlined workflows by upgrading to NextGen 8.3.1

Within an hour of completing their appointment, patients also receive an experience survey via Luma. As an FQHC, Ocoee Regional Health Corporation benefits from a digital survey experience because they allow the team to better record what patients they are surveying and report their policies around information collection. Additionally, they are better able to meet the needs of their diverse community. For both self-scheduling and patient surveying, patients can choose their preferred language within the Luma system, allowing Ocoee to better serve patients across all their clinics.

Patient survey responses are then included within the Luma reporting and Net Promoter Score System, allowing the Ocoee team to have more insight into patient feedback and engagement.

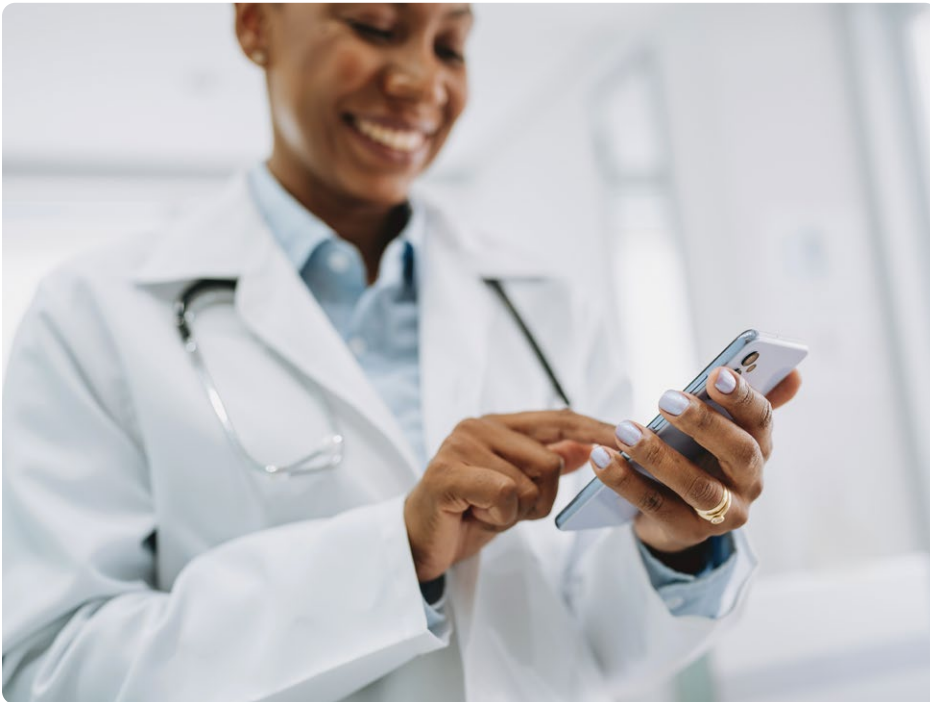
“That patient feedback has become incredibly invaluable to us as an organization to see what’s working, what’s not, where we may be missing something, or where we’re doing something really well,” Blakely emphasized.

These metrics are applied to their risk management program, helping them become more targeted each quarter. Moving forward, the Ocoee team also plans to further apply the Luma system in conjunction with population health tools.

“We’re starting to pull population health into Luma using the text message capability to send out broadcasts about colorectal cancer screenings or breast cancer screening buses that come to all of our clinics, to let patients in the right age demographic or the right diagnosis categories know that that’s coming and available to them,” Blakely explained.

“We use the Net Promoter Score system that’s offered through their reporting, and the report on patient feedback and engagement that we get from the Luma platform has been really invaluable for us to know how we need to target each quarter for what’s coming.”

*Chandler Blakely
Chief Financial Officer
Ocoee Regional Health Corporation*



Billing solutions that work

Since implementing NextGen Pay in 2021, the accounts receivable at Ocoee Regional Health Corporation is almost 50% less than what it was before implementation.

Coupled with NextGen-led staff augmentation in 2023, the Ocoee billing team is working more efficiently and thus fueling these stronger outcomes.

“Staff augmentation with NextGen [Healthcare] was invaluable to our billing department... That was a great time for our billing staff to learn and grow. So we’ve made some really great strides; a lot of those strides have been built on the back of our NextGen [Healthcare] products,” Blakely noted.

Specifically, the health center has seen a large improvement in payments from sliding fee scale patients. Through the NextGen Healthcare and InstaMed partnership, the Ocoee team is able to institute payment agreements within the system. These payment agreements tie into the patient portal, allowing patients to make payments on their own time. Blakely emphasized the impact of this system, noting, “We did see a decrease in A/R, probably around 12%, strictly related to the payment agreements and the longevity of the balances we had due.”

NextGen Healthcare, FQHCs, and the future

As a client for the past 15 years, Ocoee Regional Health Corporation has grown, and will continue to evolve, with NextGen Healthcare.

The health center recently completed a seamless upgrade to NextGen Enterprise 8.3.1, and since doing so, the team notes improved system usability, better connectivity between interfaces, and the ability to move more efficiently through workflows with fewer clicks.

“We definitely see the investment NextGen [Healthcare] is making in FQHCs. We feel it. We’re very excited,” said Blakely.

Most of all, Ocoee Regional Health Corporation appreciates NextGen Healthcare’s partnership and commitment to them as an FQHC.

“For us, first and foremost, we are a federally qualified health care center, and being able to support two sides of that, the compliance and the patients, is absolutely paramount to being done hand in hand in partnership with our EHR vendor. NextGen [Healthcare] has become a valuable piece of that, where instead of feeling like we’re swimming upstream with our vendor, now we feel like we’re working together as a unit,” said Blakely.

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*Chandler Blakely
Chief Financial Officer
Ocoee Regional Health Corporation*

Talk to an expert today.

Partner with us at 855-510-6398 or results@nextgen.com

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