



Case Study • 360-Degree View

Moving beyond NextGate®: Unifying patient identity with Verato MDM Cloud™

The Bottom Line

One of the nation's largest Catholic, nonprofit health systems turned to Verato after realizing that its legacy NextGate EMPI was putting both its digital transformation and patient safety at risk. As the organization prepared to launch a new patient portal, its first major step toward a unified, digital front door, the need for a foundation of connected, accurate, and up-to-date identity data became urgent.

Verato delivered that foundation. By automatically resolving more than 3.3 million backlog tasks and uncovering a significant number of previously undetected false positives and false negatives in NextGate, the health system strengthened patient safety, eliminated manual work, and created the identity accuracy required for a seamless patient experience.

The Challenge

The health system's Health Information Management (HIM) team was overwhelmed by millions of unresolved identity tasks generated by NextGate, including matches that were incorrect, questionable, or never reviewed. These issues introduced clinical risk and made it impossible to confidently connect records across the system.

At the same time, the organization was preparing to deploy a new patient portal in an effort to deliver exceptional, connected consumer experiences. But without a single, trusted source of identity truth, the portal could not safely authenticate users, personalize content, or unify clinical and engagement data. The system quickly recognized that NextGate was not only failing HIM—it was blocking digital innovation.

3M+
backlog tasks
resolved

77%
of tasks automatically
resolved or supporting
data supplied

80%
reduced determination
time for nearly half of
duplicate tasks

Key concerns included:

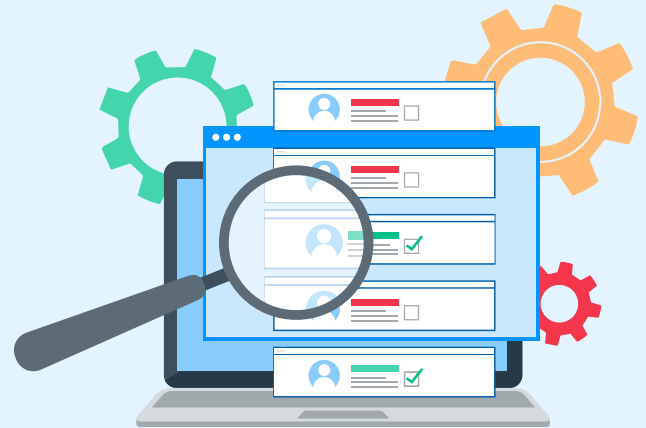
- Millions of unresolved identity tasks
- High volumes of inaccurate matches (false positives) and missed matches (false negatives)
- Risk to patient safety and care continuity
- Lack of clean identity data needed for the new portal

The health system needed a modern identity management platform that could immediately resolve the backlog and ultimately replace NextGate entirely.

The Solution

The health system first deployed **Verato Auto-Steward**[®] to automatically resolve the growing task queue NextGate had created. Auto-Steward surfaced previously unknown false positives and negatives, enabling HIM leaders to quantify and correct matching gaps left by NextGate for the first time.

The organization is now replacing NextGate with **Verato MDM Cloud**[™], the only master data management (MDM) solution purpose-built for healthcare. With Verato MDM Cloud[™], the health system is creating a unified source of truth for identity that will:



Accurately resolve suspect matches at scale



Power the identity layer of its new portal

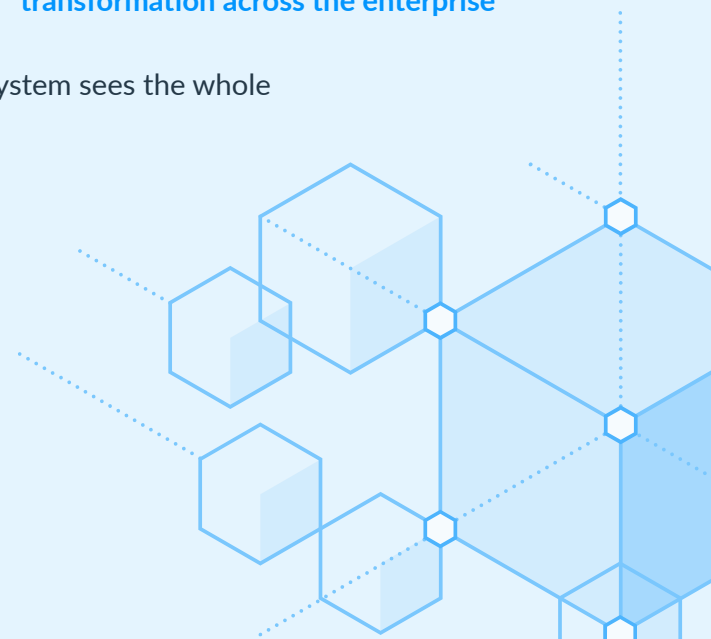


Enrich both patient and consumer data



Support long-term digital transformation across the enterprise

With an identity foundation powered by Verato, the health system sees the whole patient—from login to care encounter.



The Results

With Verato, the health system resolved more than 3 million backlog tasks, automatically clearing 41% of same-source duplicates and supplying supporting data for another 36%, bringing critical value to 77% of high-priority identity tasks. In addition, determination time for nearly half of duplicate tasks was reduced by 80%, freeing HIM staff to focus on higher-value activities.

Perhaps most importantly, Verato uncovered a substantial number of false positives and false negatives that had gone undetected in NextGate, closing major gaps in patient safety and record accuracy. This foundation ensured the health system could confidently roll out its new patient portal and other digital engagement initiatives, delivering a seamless, trusted patient experience across the enterprise and creating a scalable identity layer for future growth.

The Key Takeaway

Launching a patient portal and modern digital experiences is impossible without a complete, trusted view of every patient's journey. NextGate left critical gaps that threatened patient safety, delayed care, and blocked innovation. By deploying Verato MDM Cloud™ and Verato Auto-Steward®, the health system created a unified, accurate, and scalable identity foundation that:

- **Eliminates millions of backlog tasks and manual reviews**
- **Resolves hidden false positives and false negatives, closing patient safety gaps**
- **Powers digital transformation and the rollout of the patient portal**
- **Establishes a true enterprise-wide Customer 360 experience that can grow with the organization**

With Verato at the center, the health system can finally see the whole patient across every touchpoint along the care journey and deliver on-brand, personalized, and connected experiences, setting the stage for long-term digital and clinical innovation.

Learn more at verato.com



verato[®]

© 2026 Verato, Inc. All rights reserved.