Internet Marketing Your Dental Practice



Search Engine Marketing & Effective Web Design

Advanced Media Webs 480.895.1900

www.AdvancedMediaWebs.com



Today's Presentation

- 1. Internet Marketing
- 2. Effective Web Design
- 3. Search Engine Marketing
- 4. Web Analytics Measuring Success
- 5. Buyer Beware



Part I - Internet Marketing

Internet Marketing is:

- The Present and Future in Practice Marketing
- The Public Face of Your Practice
- About Converting Prospects into Leads
- About Maximizing <u>ROI</u> Time & Money



Know your Internet Audience

Web Searchers are Hunters:

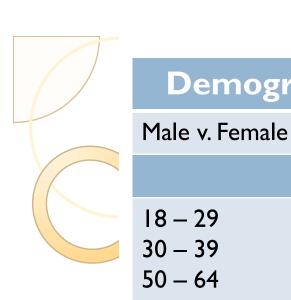
- They Know What They Seek and Filter Out
- The Search Ends –
 When <u>Their</u> Information Request is Satisfied.
- Rarely does a Search go Beyond the 3rd
 Search Engine Results Page (SERP)



The USA Internet Audience Profile

81% of U.S. Adults are Online

- Average I4 Hours per Week
- Internet is Their Primary Health Info Resource
- 90% use Search Engines Google, Yahoo, AOL
- 84% Never Make it Beyond Page 2 SERP
- 65% Never Click on Paid or Sponsored Advertisements



Demographics of Internet Users

50/50

Age 18 – 29 30 – 39 83% 50 – 64 64%		
30 – 39 83%	A	ge
50 – 64%	30 – 39	83%
	50 – 64	64%

Household Income

Less than \$30,000	34%
\$30,000 - \$49,999	69%
\$50,000 - \$74,999	82%
More than \$75,000	93%

Education

Less than High School	40%
Some College	61%
College+	91%

Sources: 1)Pew Internet & American Life Project 3/2007, 2) Nielsen Ratings 2007 & 2008

Age

Income

Education

Your prospects are here!

Top 10 U.S. Search Engines

	September 2007		July 2008	
Provider	Searches (000)	Share of Total Searches (%)	Searches (000)	Share of Total Searches (%)
Google	3,994,158	54.0	4,812,974	60.2
Yahoo	1,443,244	19.5	1,393,723	17.4
MSN	890,685	12.0	951,882	11.9
AOL	444,493	6.0	369,611	4.6
Ask.com	158,969	2.2	162,337	2.0
My Web Search	61,911	0.8	43,085	0.6
Comcast	38,926	0.5	45,511	0.5
BellSouth	35,740	0.5	insignificant	-
SBC Yellow Pages	29,424	0.4	insignificant	-
My Way	26,750	0.4	insignificant	-
Other	268,779	3.6	217,833	2.8
All searches	7,393,079	100.0	7,996,956	100.0



Advertisement Channels

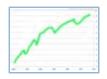
The Changing Face of Marketing

Broadcast Advertisement – Chance Driven

- ~~~
- TV, Radio, Newspaper, Direct Marketing
- Relies on Impulse Buyers or Timing
- Information Bites One-time Messages

Search Engine Advertisement - Goal Driven

- Website, Blogs, Social Networks
- Relies on Being Found SEO is Key
- Information Access is 7 / 24 / 365
 - Full Multi-media





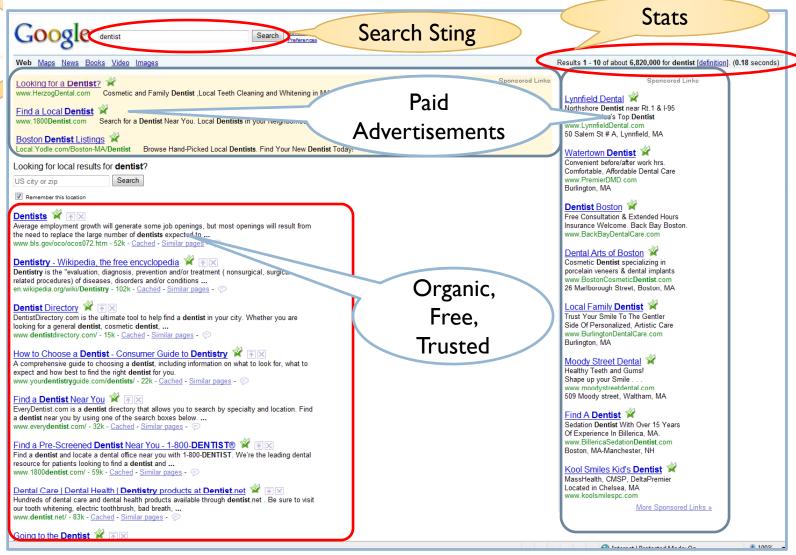
Internet Marketing Works

The Secrets to Internet Success

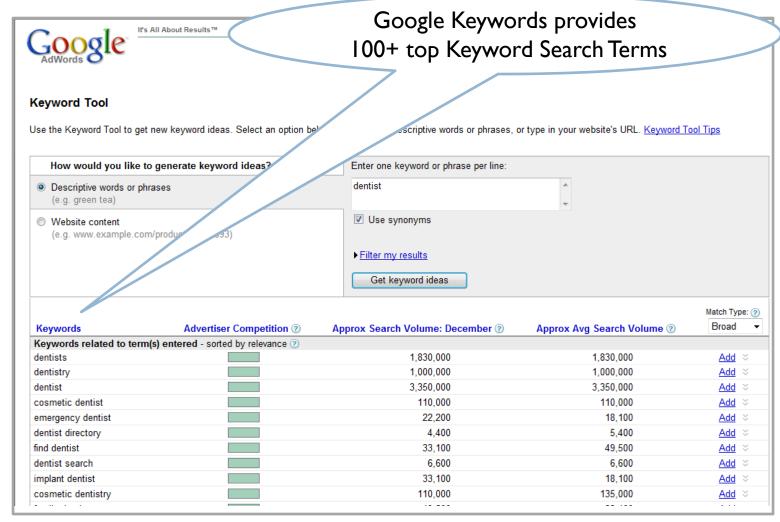
Visibility, Branding & Usability

- Be Found
- Be Accepted
- Be Easy to Use
- Be Information Rich

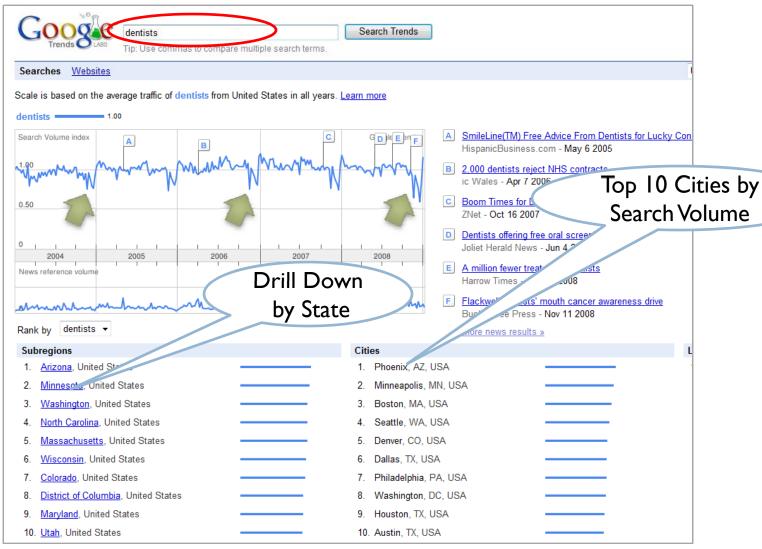
Search Engines – SERP Anatomy



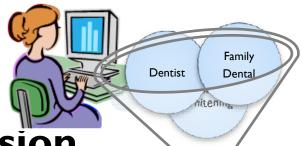
How Do We Know What People Look For?



Search Trends



The Process Funnel



SERP to Patient Conversion

Easy, Fast & Anonymous

- 1. Searcher Seeks Provider or Procedure Info
- 2. Keyword Search Using Search Engine
- 3. SERP is Reviewed
- 4. Click Links to Websites or Generate another SERP
- Trust & Judgment Values

- A. Website is Accepted or Rejected in Seconds
 - B. Information is Explored
 - C. Prospect \rightarrow Lead, if Contact is Made
 - D. Lead → Patient, if They Come into Office

Credibility Established

Sounds good but does it Work?

We tried everything after opening our new practice, including a half page in the Yellow Pages, TV, and newspaper ads, as well as a professionally built Website. These methods were no longer working.

Our Website was rebuilt and optimized. The results are that the phone is ringing and patients are booking appointments. Our new Website and Internet marketing has produced more new patients for our practice than all other advertising methods combined and at a fraction of the cost.

- Dr. David Brother, DMD, Smiles by Design



Internet Visitors

Success Secret #I - Be Found

You Must be Located within the Top Two SERPs

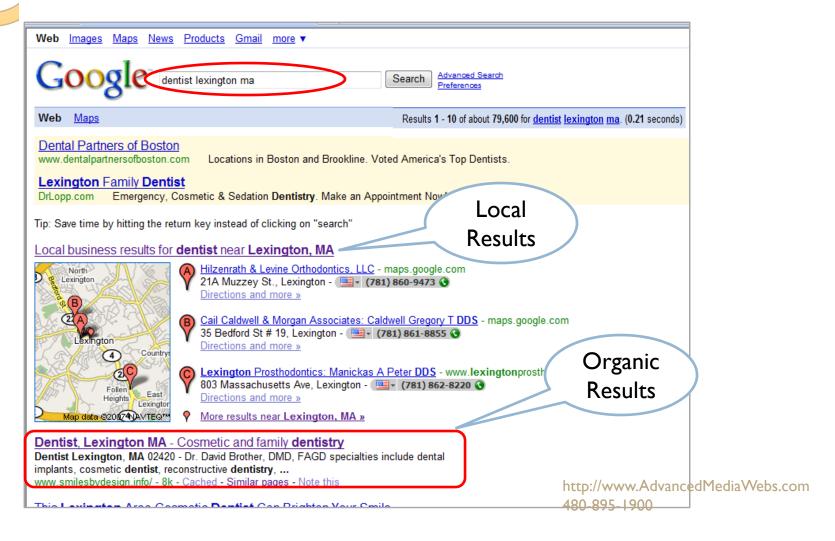
- Page I Listings average 48% of the Clicks
- Page 2 Listings average 36% of the Clicks
- The #I, Listing averages 25% of the Clicks on the Page
- Having a position in the top 10 results is like being on Main Street.

Source: David Viney –The SEO Expert

Smiles by Design

12/11/2007

Search: dentist lexington ma Competitor Links: 79,600

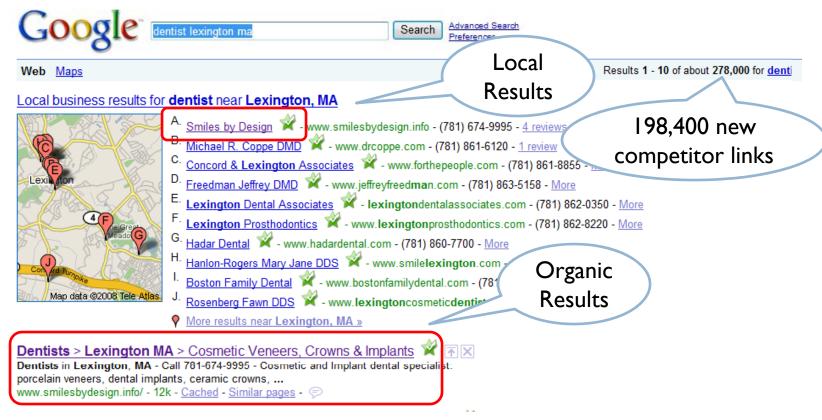


Smiles by Design

01/13/2009

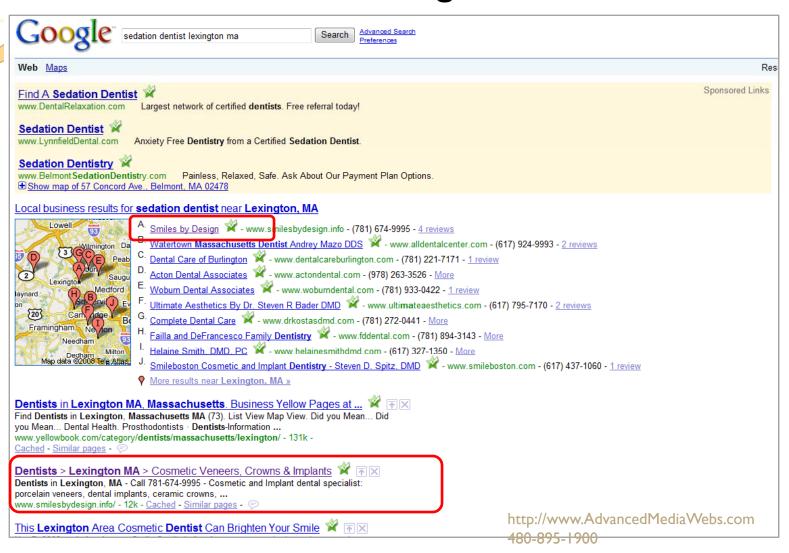
Search: dentist lexington ma Competitor Links: 278,000

In I Year Competition Surges 250%



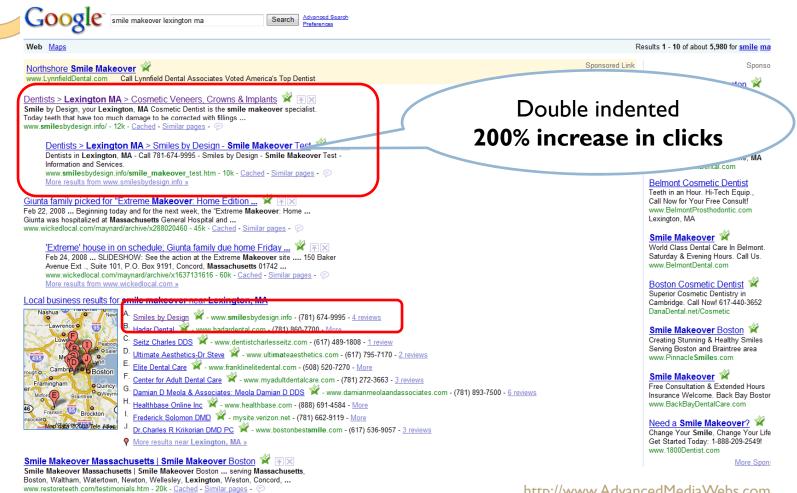
Be Found for Multiple Keywords

Search: sedation dentist lexington ma



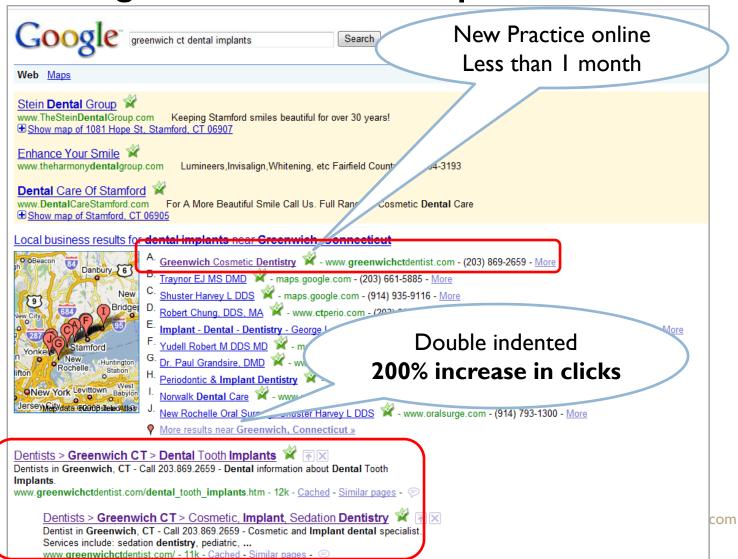
Double Indented Listing

Search: smile makeover lexington ma



New Sites can Rank Well

Search: greenwich ct dental implants





Part 2 - Effective Web Design

Website Fundamentals

- Branding 2 Seconds
- Ease of Use Keep it Simple (Navigation, Format)
- Educate your Prospect with the Info They Seek
 - or They will Look Elsewhere
- Distinguish your Practice
- Provide a Reason to Contact your Practice



Web Sites to Review

Dental Practices

- Dr. Brother of Lexington, MA
- Dr. Cohen of Greenwich, CT

Focus

- Not Just for New Patients
- Consistent Answers to FAQs
- Frees up Doctor and Staff

Webs That Work – Smiles by Design



Simplicity

Navigation

Distinguish

Reasons to Contact

20 sec video:

- state of the art facility
- smile makeover procedure

Office pictures:

 demystify the environment and reduce fear.

http://wwww.AdvancedMediaWebs.com

Information Rich



About our Practice Meet Dr. Brother Meet our Staff Services Offered **Dental Implants** Sleep Dentistry Health & Safety Free Whitening Smile Makeover Test Testimonials Maps & Directions Contact Us Patient Forms **Financial Policy Privacy Policy**

Porcelain Veneers

First developed as recently as 1983, small wafers of porcelain ceramic, smaller than a nail on a pinkie finger, are bonded to the front surfaces of teeth. The teeth have been minimally reduced to receive them so as to insure that the final result will look natural in color without bulkiness. "Porcelain (laminate) veneers are potentially the most attractive, most highly compatible with gum health, restoration dentistry has produced," says Dr. Brother. Teeth that have been



shortened through wearing and chipping, turned, uneven, have spaces between them, and/or are discolored, are all potential candidates for porcelain veneers. Moreover, the nature of porcelain is such that year after year porcelain retains its lustrous glaze making them possibly the longest lasting and most conservative restoration dentistry has to offer. Most often treatment is accomplished in two visits over a two to three week period.

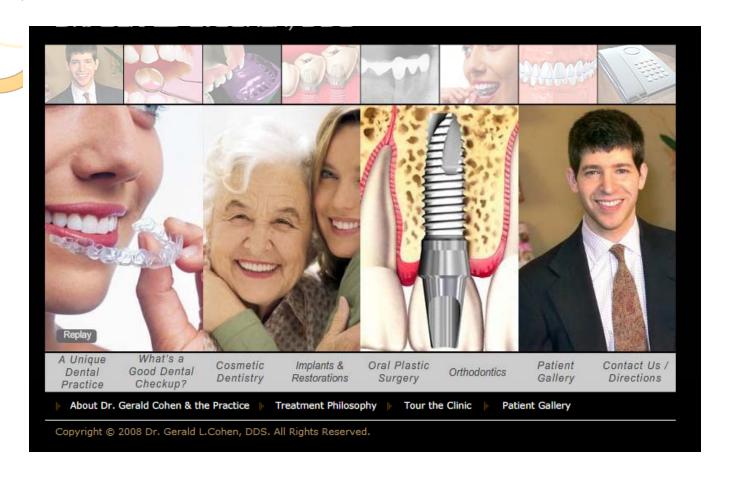
When Are Porcelain Veneers the Best Choice for You

When your teeth need improvement in alignment (straightening) especially if there are issues of color (not bright or white enough). If your teeth are not heavily filled, especially if the existing fillings are small and most of the tooth's enamel is still present on the teeth. When you feel orthodontic correction of tooth alignment does not fit your life style.

Information

- Easy to find
- Easy to read
- Patient focused
- Easy to understand
- Organized by subject
- Presented with supporting visuals

Not All Professional Sites Work



Professional Built – Missed the Mark on Marketing Online 1 Year / SEO Services = No Patients

Success Requires Effective Presentation

Dr. Gerald Cohen, DDS Greenwich Cosmetic Dentistry

56 Lafayette Place. Greenwich, CT 06830 Phone: 203.869.2659



Welcome

Our Practice

Meet our Doctors

Meet our Staff

COSMETIC SERVICE >

Dentistry for Children

Family Dentistry

Sedation Dentistry

Preventative Dentistry

Health & Safety

Testimonials

Dental Laboratory

Maps & Directions

Contact Us

Privacy Policy

Greenwich Cosmetic Dentistry

Cosmetic and implant dental specialist, Dr. Gerald Cohen, D.D.S. is your Greenwich, CT dentist providing <u>implants</u>, <u>pediatric</u> and <u>general dental services</u> for the whole family. <u>Sedation dentistry</u> is also offered as an option for patients who may be a little anxious or would just rather sleep through a procedure.

Beautiful Smiles - Health and Happiness - Confidence and Charisma



What does your smile say?

Dr. Cohen's office hosts some of the finest <u>dentists</u> in the region, each a caring specialist in their field. We offer the most modern techniques in <u>dental implants</u>, <u>ceramic crowns</u> and <u>bridges</u> and <u>porcelain laminate veneers</u>. Ceramic crowns are a gorgeous choice for patients who want the ultimate in esthetics. Patients can be assured of the results that comes from our on-site <u>dental laboratory</u>. Dr. Cohen's lab works with all of the modern technologies including: <u>Empress crowns</u>, <u>Procera crowns</u>, and <u>Lava crowns</u>, as well as other computer aided crown systems.

Dr. Cohen is a graduate of Columbia University's School of Dental Medicine, and is a former director of dental implantology at Lutheran Medical Center in Brooklyn, NY, and former faculty member at NYU's continuing dental education program in dental implantology.

Information Rich

- Patient focused
- Easy to find
- Easy to read
- Easy to understand
- Organized by subject
- Supporting visuals

Online 3 weeks – New patients are booking appointments.

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How Effective is a Website?

They Didn't Want Me to Tell You

- New Patients are Coming in from Other States
- Traveling up to 140 Miles
- It Costs a Fraction of Traditional Marketing
- Works even Better in a Down Economy



Part 3 - Search Engine Marketing

Search Engine Optimization (SEO)

- Understanding how search engines work, what people search for, and optimizing a Website to position it as close to the top of the SERPs as possible.
- Free Clicks, Natural or Organic Listing, Trusted

Pay Per Click – Advertisement (PPC)

- Promoting Websites by increasing their visibility in SERPs via bidding for page position.
- You Pay for Every Click to Your Site

SERPs – Organic & Paid Listings



480-895-1900



SEO – Getting to the Top

Search Engine Optimization (SEO)

- Methods
 - On Page Content
 - Inbound Links to Page



- Search Engine Ranking Formulas
 - Change Frequently Even Daily
 - Cause Page Position to Change

SEO Maintenance Requires Constant Attention



SEO Methods (Google, Yahoo, MSN)

White Hat SEO

- Approved Methods
- Make Sure You Do IT Right

Black Hat SEO

- Unaccepted Methods
- Will Get you Delisted



Pay Per Click – Advertisement

- Mini Advertisements with Link to Website
- 3 Lines of Text on the SERPs
- 10 15 words Very Limited

Greenwich CosmeticDentist
Cosmetic & Restoration Specialists
Veneers, Crowns, Orthodontics
www.greenwichctdentist.com
Greenwich, CT

- 35% of Web Searchers Click Ads
- Cost 20¢ to over \$20 per Click
- Display Ads Regionally or Nationally
- Test Keywords before SEO

Pay Per Click - Ad Preview Tool

Specify Geographic Location and Test Ad without Incurring a Cost



Pay Per Click – Landing Page

Dr. Gerald Cohen, DDS Greenwich Cosmetic Dentistry

56 Lafayette Place. Greenwich, CT 06830 Phone: 203.869.2659



Before Restoration

After Restoration

Welcome

Our Practice

Meet our Doctors

Meet our Staff

Cosmetic Services

Restorative Services

Dentistry for Children Family Dentistry

Sedation Dentistry

Preventative Dentistry

Dental Health & Safety

Questions & Answers

Testimonials

Dental Laboratory

Maps & Directions
Contact Us

Privacy Policy

Perfect Match Veneers & Crowns

What you need to know about Veneers & Crowns

Cosmetic porcelain veneers and crowns can provide you with a perfect smile. A flawless smile can make you look years younger, change your attitude with new self-confidence, and change the way others perceive you.

Unfortunately, the truth is that there are many porcelain veneer systems are of various quality. Often they do not perfectly match crowns or veneers from other systems. Most dentists cannot control the production of crowns and veneers to provide a perfect match. Many times, veneers alone are not the answer. You may require crowns and some cosmetic bonding as part of your treatment.



Our onsite Dental Lab Provides a Perfect Match

We understand these limitations and create a perfect match for you in our own dental lab. Color, shape, and alignment make the difference.

Dr. Cohen will explain your options and the procedure.

Call 203.869.2659 now for your free Perfect Match Veneers & Crowns dental consultation!

Welcome | Meet our Doctors | Meet our Staff | Dentistry Services
Patient Health & Safety | Testimonials | Maps & Directions | Contact Us | Privacy Policy
Dr. Gerald L. Cohen DSS, 56 Lafayette Place, Greenwich, CT 06830-5452 Tet: 203.869.2659
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Matched Pay Per Click Ad Promise

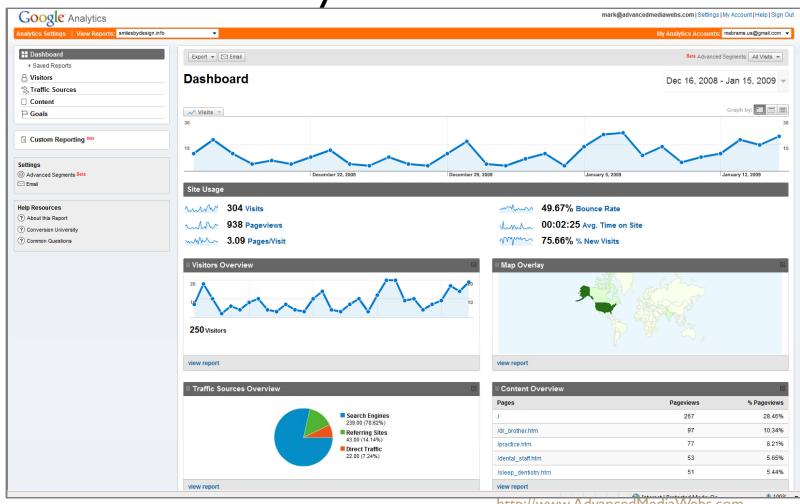
Reasons to Contact

- Benefits Summary
- Distinguish Services Lab
- Pictures of Work

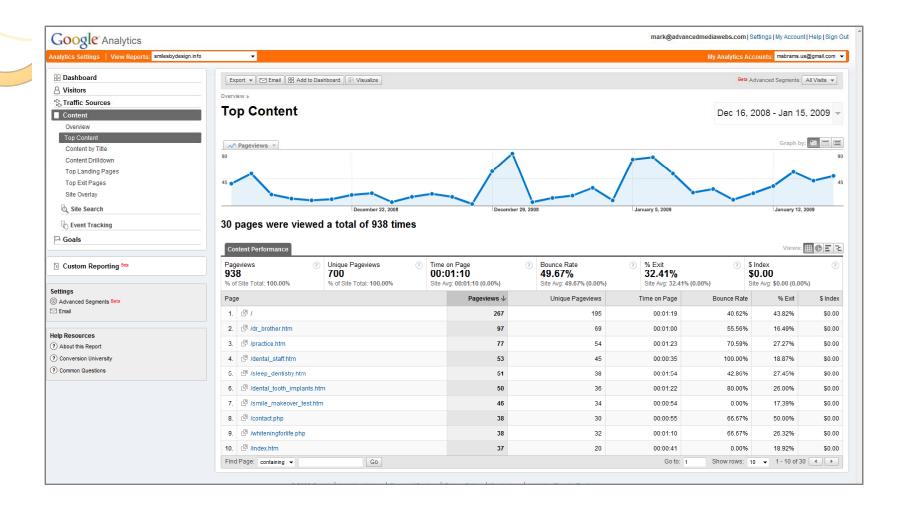
Strong Call To Action

Call for a Free Consultation

Part 4: Analytics – Measuring Success Powerful - Easy to Understand – Free



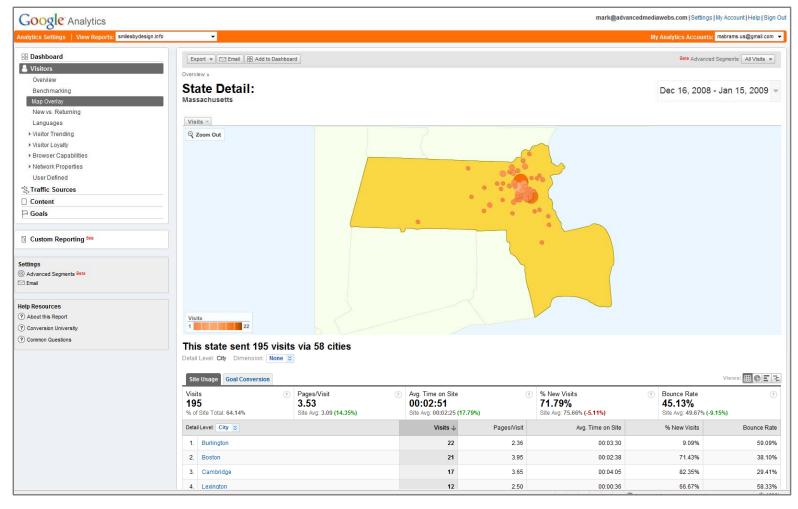
Most Viewed Content – by Page



Traffic Sources by Search Engine



Visitor Geography





Part 5 - Buyer Beware

Many Service Providers

- Not all Providers Can Deliver a High ROI
- Do Not Buy a Template Unique Content is Key
- Focus on New Patients Not Clicks
- Get References

Amateur Sites More Prone to Low ROI

- Lack Business & SEO Marketing Fundamentals
- An Unprofessional Website Can Hurt Your Image and Turn Away New Patients



Be Cautious

SEO Solicitors and Claims

- "We can put your site at the top of a search engines listings. If this is something you might be interested in, send me a reply with the web addresses you want to promote and the best way to contact you with some options." - email
- They Can & Do For a While
- Many Sub-contract to Offshore Firms
- Black Hat Methods are Rampant to Achieve Results
- Damage is Difficult to Clean Up & May be Permanent
- Get References from Trusted Sources



Be Skeptical

Web Directories Typically Produce Poor Results

- ∘ 70 80% Exit to Google, Yahoo, MSN
- Web Directories Require Scroll-down Searching
- Paid Listing (from Other Areas) get Top Billing
- Some Require Searchers to Register
- Listings are Information Poor
- Too many Competing Directories
- Google Local provides Free Directory Listing



Internet Marketing - Recap

Successful Internet Marketing Requires You To:

- Be Found on Page I or 2 of Google
- Have Acceptable Web Branding
- Have a Site that is Easy to Use
- Provide the Information People Seek
- Convert Prospects into Patients