

THE ESSENTIAL, STEP-BY-STEP GUIDE TO

# Digital Marketing

for Healthcare Private Practices



# ABOUT MINT HEALTH

## We help healthcare practices flourish and grow.

Thanks for reading Digital Marketing for Private Practice.

Before you kick off your digital marketing program, I'd like to introduce you to Mint Health, and how we can help you get started on this journey.

Mint Health is a small, energetic team that develops fresh, vibrant strategies to help healthcare practices flourish and grow.

We're a "hybrid" agency that combines healthcare marketing, communications and digital expertise under the one roof.

We specialise in digital marketing and work with healthcare practices to help them attract, convert and retain long term clients.

We're a team of experienced healthcare marketing professionals that's passionate about health. We love working with private practices committed to building and growing informed and engaged communities.

We'd love to help you develop digital marketing strategies to help grow your practice. Talk to us about how to get started. You can contact us on tel: 02 8411 2352 or email us at [growing@minthealth.com.au](mailto:growing@minthealth.com.au).

Wishing you every success,

*Jenny*



Jenny Donnithorne, Managing Director,  
Mint Health

# TABLE OF CONTENTS

	Introduction	pg. 2
1	Optimise Your Website	pg. 3
2	Create Content	pg. 8
3	Get Social	pg. 12
4	Convert Visitors into Leads	pg. 17
5	Nurture Leads into Customers	pg. 21
6	Analyse and Refine	pg. 25

# INTRODUCTION

If you're reading this guide, chances are you're a healthcare private practice owner or team member who understands the importance of digital marketing.

You 'get' that traditional marketing methods are becoming ineffective and expensive, and you know that by neglecting to market your private practice online, you're missing out on the powerful business results that an effective digital marketing strategy can deliver.

Whether your practice is just getting started with digital marketing or you want to brush up on the basics, this guide will help you set up and implement a successful digital marketing strategy, step by step.

Mint Health is a healthcare marketing, communications and digital agency based on the northern beaches of Sydney.

We know it's more than a full time job running a successful healthcare practice. We develop effective and measurable local area marketing programs that help you reach new clients/patients and referrers.

We develop programs to increase awareness of your practice to attract, convert and retain new clients/patients and position you as an authority in your field.

HubSpot is an inbound marketing software platform that helps organisations attract visitors, convert leads, and acquire new clients. It's not necessary to use marketing automation software to professionally market your practice, however it does help to drive and improve overall performance.

Mint Health is the only healthcare HubSpot partner located in the Asia Pacific region. That means we're serious about the business of lead generation, and use the very latest practices and technologies to help grow healthcare organisations.

# STEP 1: OPTIMISE YOUR WEBSITE

## If You Build It, They Will Come

That's the plan! However, if you really want to attract visitors (and potential clients) to your practice website, you need to do more than simply build it: you need to optimise it.

Search engine optimisation, or SEO, is the key to getting your website discovered via search engines like Google, Bing, and Yahoo. The traditional approach to SEO involves two sets of tactics: on-page SEO and off-page SEO.

On-page SEO is the strategic implementation of keywords on your website, including on page titles, headers, meta descriptions, and more.

Off-page SEO, in comparison, refers to improving your website's overall authority on the web, which is determined by what other websites are linking to you. The goal with off-page SEO is to attract inbound links (or "backlinks") from relevant, authoritative websites.

## SEO for the Modern Age

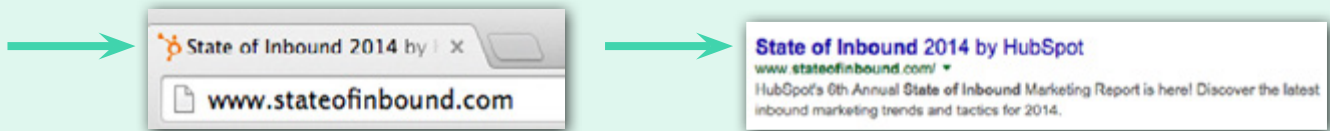
While on-page and off-page SEO are helpful concepts, they are rooted in an approach that is going by the wayside. In the past, the goal of SEO was to impress (or trick) the search engines so that they'd give you higher rankings – with the ultimate goal being to achieve the coveted #1 spot in the search results for one of your target keywords.

Today, search engines are smarter. They can tell the difference between spammy websites that are designed to game the system, and legitimate websites that are providing, relevant high-quality content. **Modern SEO is about optimising for the searchers, not the search engines.**



# Getting Started With SEO: 5 Elements to Optimise

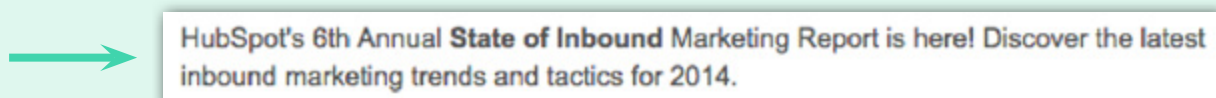
**1. Page Titles** – A page title is the text you see at the top of your browser window when viewing a web page. It's also the title of a page that is presented in search engine results.



Page titles can be found and edited in your site's HTML. The text that is surrounded with the <title> tag is your page's title. Here are some guidelines for coming up with effective page titles:

- Write page titles that describe – and align with – a page's content.
- Include relevant keywords (which should happen naturally if you follow the above tip).
- Place keywords as close to the beginning of the title as possible.
- Make it fewer than 70 characters long. (Longer page titles will get cut off by web browsers and in search results. If you make the page title too long, it will also dilute the importance of the keywords mentioned.)
- Include your company name at the end of the page title, unless you are a big brand and people search for you through your brand name.
- Use unique page titles for each page of your website.

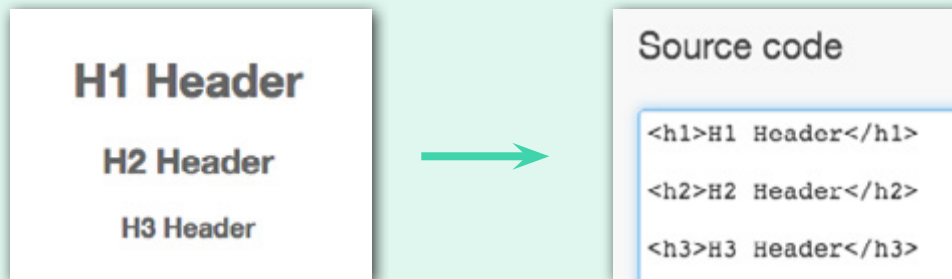
**2. Meta Descriptions** – A meta description is a short summary that you can write for a web page, which search engines display in search results.



These descriptions don't count toward search engine rankings, but they are still incredibly useful. When creating a description, the goal is to write compelling copy that accurately describes what's on a page so searchers will be enticed to click.

**3. Headings** – If a piece of text appears larger or more prominent than the other text on a page, it’s probably part of a heading. You can verify this by checking the HTML code of your website and looking for text with an <h1>, <h2>, or <h3> tag surrounding it.

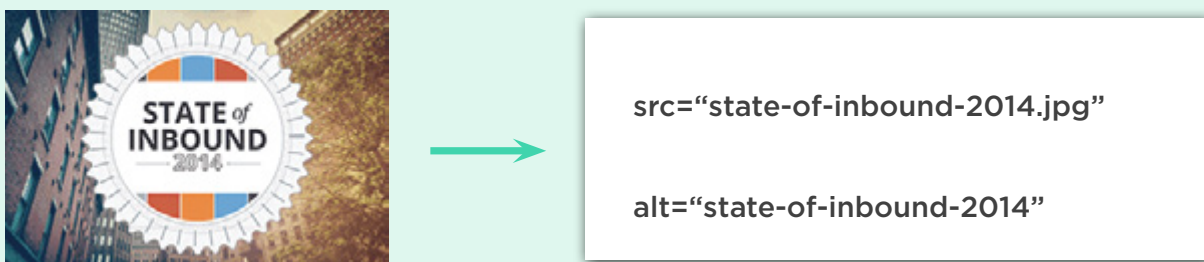
Both search engines and searchers tend to pay more attention to headings in comparison to regular paragraph text. For this reason, it is good to include keywords in your headings whenever possible.



Keep in mind that <h1> tags give the text more weight as keywords than <h2> or <h3> tags. Including too many headings dilutes the importance of keywords in other headings, so we recommend using the <h1> tag only once. If the page is text-heavy (like a blog post), then throw in a few <h2> or <h3> tags as paragraph titles.

**4. Images** – Images on a web page can enhance the user experience. When inserting images into your website, however, you should keep in mind the following:

- **Don’t use images excessively.** More pictures can slow down the loading of your page, thus negatively impacting both user experience and SEO.
- **Associate text with pictures.** For whatever reason, the images on your site may fail to render. To ensure that visitors can still understand the information you’re presenting, use the “alt text” HTML attribute to provide relevant text descriptions of your images.
- **Include keywords in your image file name.** This will help you draw in relevant traffic from image searches. Separate the words in the file name with a dash (-).



**5. URL Structure** – The URL of a web page is its web address. For example, HubSpot’s blog has a URL of <http://blog.hubspot.com>. URL structure refers to how the text in a URL is organised, as well as how the different URLs on your website interact with one another.

When structuring your website’s URLs, there are a few best practices to keep in mind:

- **Separate keywords with dashes.** For your internal page URLs, separate individual keywords with dashes (-). For example: <http://hubspot.com/marketing-resources/> is a good URL that captures ‘marketing’ and ‘resources’ as keywords.
- **Describe what’s on the page.** Structure your URLs so that searchers can easily understand what information they’re going to find. For example, if you land on a company’s products page, seeing the URL <http://company.com/products/product1> will be much more reassuring than something like <http://company.com/1543?/eh?>.
- **Use 301 redirects when necessary.** A 301 redirect forwards an old URL to a new one. Make sure you do this if you change the URL of a page on your site. (A common mistake is not applying a 301 redirect between [yoursite.com](http://yoursite.com) and [www.yoursite.com](http://www.yoursite.com). This can be quite a problem from an SEO standpoint, because search engines will give separate credit to both versions of your site.)

## Want to Learn More About SEO?

Download our free guide, [\*Learning SEO From the Experts\*](#), which features SEO advice from Moz’s Rand Fishkin, HubSpot’s Dharmesh Shah, and more!





## Optimising for Mobile

The topic of mobile marketing is tossed around frequently in marketing circles, often with many different intended meanings. While mobile marketing can mean many things, there is one primary message being conveyed to marketers looking to take advantage of mobile: **optimisation of websites for mobile viewing**.



While there are a few different options for providing a mobile web experience, such as creating a separate mobile site or launching an app, the best option from an optimisation standpoint is using **responsive design**.

A responsive website uses the same URL and HTML across all devices: desktops, laptops, tablets, and smartphones. The only thing that changes is the CSS, which is a programming language that describes the style and formatting of a web page.

CSS allows the content on your website to adapt to different screen sizes, which means visitors always get a great viewing and browsing experience. What's more, Google prefers responsive design to other mobile technologies because it allows for more efficient crawling and indexing.

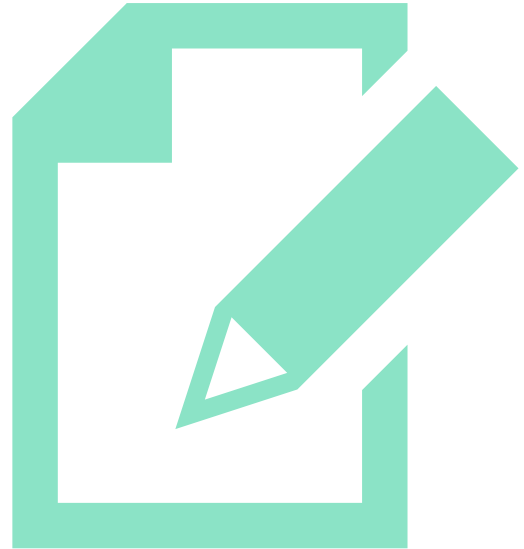
# STEP 2: CREATE CONTENT

## Content Is King

Now that you've optimised your website, it's time to create some content.

Content is the fuel that should drive your digital marketing strategy. By creating valuable, high-quality content that's targeted at your prospective practice clients, you'll do more than attract visitors to your website: You'll attract the right visitors, who are likely to convert into leads (and practice clients).

What's more, content will help considerably with your website's SEO. Remember "offpage" SEO from the previous section? Creating and distributing content is the best way to earn those valuable inbound links that can boost your search rankings and help improve your website's discoverability.



## Blogging for Your Practice

A blog makes your practice website more dynamic by automatically injecting new content every time an article is published. Search engines reward higher rankings to websites that consistently add fresh content, and these higher rankings translate into new visitors and leads for your practice.

When blogging, take off your hat as a private practice owner or marketing manager and try to think like a magazine publisher. The goal of your practice blog should be to publish valuable, non-promotional posts, much in the way a column or an article in an industry magazine would. Also, think about the words you are using. Avoid jargon that only your colleagues would understand. Instead, think of the words your clients use to describe their health concerns and apply those phrases to your blogging language.

## What Do I Write About?

All private practice blogs need to start with a purpose. What are you trying to educate your clients and local community about?

This education is not about your service offering. It's about people's common health concerns relative to your practice area, the problems your potential clients face and, sometimes, the solutions your private practice offers to remedy these challenges.

A great way to start blogging is to answer the ten most common questions you get asked by new clients. Do this once a week for ten weeks and you have the foundations of a successful blog.

Once those first ten weeks are over, check out your blogging analytics to see which articles resonated the most with your audience. If two or three of the posts received a significantly higher number of views and inbound links, try to expand on the topics at hand. Consider interviewing a colleague to reveal their thoughts on the subject.

Remember to let your expertise and passion shine through in your blog content.



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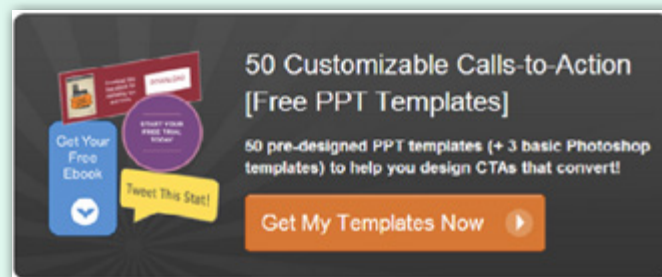
COMPANIES THAT BLOG ARE  
**13x** MORE LIKELY TO GENERATE A  
*positive marketing ROI.*

[Learn More](#)

**DOWNLOAD REPORT**

## Key Components of a Great Blog Post

- **A compelling title** – A blog post’s title is the first thing people will see, so it should clearly indicate what the article is about. Clarity and specificity attract readers and prompt them to share the post with their networks.
- **Well-written and formatted text** – The body of your post should be well-written and formatted in a way that makes it easy to read. Consider using header tags and bullet points to break up the content into sections. Ask a colleague or a friend to review the post before you publish.
- **Multimedia content** – Relevant multimedia content can make a blog post more memorable and fun to read. It also helps to break up the text to make it more pleasing to the eye. Aim to add at least one relevant image per blog post. Slideshow presentations, video, and infographics are examples of other multimedia content you can feature.
- **Links** – Include in-text links to relevant content, thus helping readers dig deeper into the resources they are most interested in. Your links can, naturally, point to your own internal pages and landing pages to help you generate more leads from your content.
- **Call-to-Action (CTA)** – Each and every blog post you publish should include a relevant *call-to-action* in the article to help boost lead generation. More on that next...



## Generating Leads With Blogging

Practice blogging presents a fantastic platform for attracting organic traffic and engaging with your audience. However, the primary goal of your practice blog is to attract new clients and increase appointments (eg drive conversions). To achieve this goal, add calls-to-action to your posts and have them link to landing pages that provide downloadable access to more in-depth learning materials, such as ebooks or webinars (Mint Health can help you develop this content, if needed). Make sure to include CTAs both in the sidebar of your blog as well as on every individual post you publish. In addition to image/button CTAs, you can also include text CTAs within the body of your blog content.

## Other Content for Generating Leads

While it's a great place to start, blog content isn't the only type of content you can be creating to be successful with digital marketing. You need to produce longer-form content items like ebooks, whitepapers, or research reports that can be used for lead generation. Also consider creating non-text based content like how-to videos, webinars, and slideshows. Mint Health can help you with the development of high value content, if needed.

These content “offers” will feed your business conversions. A healthcare resource that takes some time and effort to put together will provide the type of value visitors are looking for. This process achieves an information exchange: the process in which a visitor fills out a lead capture form to access the resource.



The offers you produce shouldn't be randomly selected. On the contrary, there is some precise math behind that decision: the math from your **marketing analytics**. Reporting insights will direct you to the types of content which attract your target audience. For instance, if a whitepaper on a particular type of healthcare problem brought you more leads than a webinar on the same topic, you might want to focus on creating more text-based content.

# STEP 3: GET SOCIAL

## The Importance of Social

Social media provides a platform for direct communication between your practice and your clients. What's more, it is a key driver of content distribution and brand visibility online.

While there are a wide array of social networks that you can use to your advantage, we're going to start by focusing on the "big three": Facebook, Twitter, and LinkedIn.

(Just remember that when you jump into using these networks for marketing, you need to use the analytics the platforms provide – in addition to other tools like the analytics that come with HubSpot's **Social Inbox** – so you can measure the success of your efforts.)



## Facebook for Private Practices

With more than **1 billion monthly active users**, Facebook is the most popular social network in the world. From a marketing perspective, Facebook serves as a powerful platform for building a community of advocates and increasing word-of-mouth marketing.

In order to grow your Facebook fanbase, you need to make your Company Page on Facebook as discoverable as possible. Here are few things you can do to help make that happen:

- **Fill out your company information completely.** Be sure to include an overview of what your practice offers as well as a link to you website.
- **Invite existing contacts to like your page.** Reach out to your friends, family, and existing clients and ask them to "like" your page on Facebook.

## Facebook for Private Practices (continued)

- **Integrate Facebook into your other online channels.** Use Facebook's social plugins (including the Like Box and Like Button) to get people to engage with your Facebook page without having to go to Facebook.com.
- **Add value by sharing content.** If you're in tune with your *buyer personas* – representations of your ideal clients – you'll have a good idea of what's going to resonate with your audience. (We'll talk more about personas in the next chapter!)
- **Pay for new likes using Facebook advertising.** If you've exhausted all of your existing contacts and need an extra boost in the audience growth department, use Facebook's demographic targeting capabilities to reach people who are likely to be interested in your business.

### Want to Learn More About Using Facebook for Business?

Download HubSpot's free guide, *How to Attract Customers with Facebook*, which will help you master your organic and paid Facebook playbook to get more traffic, leads, and customers.



## Twitter for Private Practices

Twitter is a social network on which people share 140-character messages, and users can “follow” or subscribe to each other's updates.

Unless you're a celebrity or your brand is already a household name, amassing a huge following on Twitter isn't exactly a walk in the park. However, there are a few big levers you can pull to more quickly and effectively attract quality followers for your practice's Twitter account:

## Twitter for Private Practices (continued)

- **Create and optimize your Twitter profile.** Let potential followers know who you are, and provide a reason why you're worth a follow.
- **Tweet 24/7.** Your greatest tactic for growing your followers is to tweet around the clock. Tweet content you create, tweet content created by others, and tweet that content more than once!
- **Curate content like a pro.** Use Feedly, Goodreads, Alltop, Twitter (lists), StumbleUpon, LinkedIn Pulse, and what's hot on Pinterest and Google+ to discover great, relevant content to tweet.
- **Make tweets visual.** Take the time to create great visuals and add them to your tweets. It pays off in engagement, conversion, and click-through rates.

### Want to Learn More About Growing Your Twitter Following?

Download HubSpot's free guide, *How to Get 1,000+ Followers on Twitter*, and learn about the tactics you should be focusing on in order to quickly grow your Twitter following.



## LinkedIn for Private Practices

LinkedIn is a social network that you can use to engage with prospective clients as well as prospective employees. As such, it is a truly unique space on the web, one that blurs the lines between knowledge-sharing platform and relationship-building tool.

Just like with Facebook and Twitter, the first step when starting out with LinkedIn for your private practice is to make your business easy to find. Your ultimate goal is to build an audience and to position you as a thought leader in your profession.

Ready to get started? Just follow these simple steps:



## LinkedIn for Private Practices (continued)

- **Optimise your company description.** Make it easy for the right people to find your Company Page on LinkedIn by adding keywords in the description and ‘Specialties’ sections.
- **Get visual.** Keep your Company Page fresh with rich cover images that reflect your practice’s accomplishments, events, and offerings.
- **Use Showcase Pages to highlight different categories of care and services.** You can create a dedicated LinkedIn Showcase Page for services that have different target audiences, or unique features and messaging.
- **Share practice updates regularly.** Every like, comment, and share increases your reach. Prompt your followers to take action on your updates by asking thoughtful questions.

### Want to Learn More About Getting Started with LinkedIn?

Download HubSpot’s free guide, *How to Create the Perfect LinkedIn Company Page*.



### More Social Resources

Want to learn more about a social network that isn’t part of the “big three”? Just click on one of the icons below.

Pinterest

Google+

Instagram

Vine

## The Art of Social Listening

An important part of leveraging social media for business is to understand what profession-related conversations are happening online and recognising when you should respond.

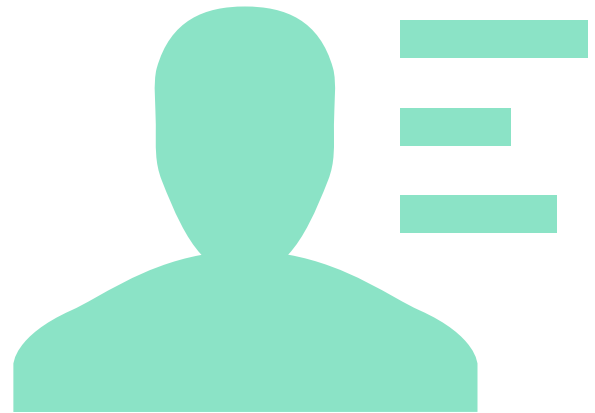
Here are a few tools you can use to monitor your practice and professional mentions in social media:

- **Google Alerts** – Set up multiple *Google Alerts* for your practice, the most common healthcare conditions you treat (using your clients' language), terms that describe your services and any product brands relevant to your practice. The alerts will get delivered directly to your email inbox at the frequency you indicate (e.g., daily or as they happen) and they are a great way to track mentions of your practice and relevant keywords on the web.
- **Social media management tools** – These tools allow you to save keyword searches as a live stream so you won't miss out on what's being said about your practice and services, and any related professional developments.
- **Social Inbox** – In addition to providing the social monitoring functionality of a traditional social media management tool, *HubSpot's Social Inbox* also plugs into your contacts database, color-codes your clients and leads, and helps you prioritise your engagement so you can focus your time on the conversations that are most important.

# STEP 4: CONVERT VISITORS INTO LEADS

By this point, you should have already optimised your website, launched your blog, and started participating in – and promoting content on – social networks. If it’s been several weeks, you’re probably starting to see a spike in web traffic.

There’s only one problem. All of that traffic to your site isn’t generating any new business. People are visiting your site, but those visits aren’t leading to new clients – or even new leads. So what do you do? Simple: **focus on conversion (securing appointments).**



Right now you are still at the top of your marketing funnel. You need to move down and start converting your website visitors into leads. To do this, you’ll need to come up with a compelling content offer for your prospects, create a call-to-action to promote that offer, and launch a landing page with a form for visitors to provide their information in exchange for that offer. Finally, you’ll need to measure and iterate the whole process.

In this section, we will go over the conversion process in more detail. But first, take a look at how converting visitors into leads fits into what we call the “*Inbound Methodology*” – the best way to turn strangers into clients and promoters of your practice:



## PHASE 1: Coming Up With a Content Offer

The content offer (e.g. an ebook, template, tool, or other gated resource) is the most important part of any campaign. It's the initial attraction that catches the attention of your website visitors and it gives them a reason to fill out the form used to collect their information.

Your offer should target the type of client you're trying to attract. As a private practice, you will want to provide information that addresses preliminary concerns related to common health conditions that you treat. You can also provide information and education on common health conditions (that you treat) to give people the confidence to take the next step (ie book a consultation and discuss their health concern further, and eventually seek and receive treatment).

To ensure you have a solid understanding of the audience you're trying to target with your content offer, take the time to develop buyer personas. A buyer persona is a semi-fictional representation of your ideal client, which is based on actual client data.

For example, as a practice owner, you might have a buyer persona called Retiree Ron, who represents your most common type of client. Through a combination of research, surveys, and interviews, you know that Retiree Ron is in his mid-60s, exercises 2-3 times a week, maintains a healthy diet, pro-actively manages his health, and actively seeks out all available preventative health actions relevant to his age and stage of life. Armed with this kind of information, you'll have a great point for creating a targeted content offer.

## PHASE 2: Creating Calls-to-Action (CTAs)

Once you decide on your offer, create a few compelling calls-to-action (CTAs). As we mentioned earlier in this guide, a call-to-action is a button or a link that grabs a visitor's attention and directs that visitor to a landing page. Calls-to-action are located everywhere: on website pages, in emails and blog posts, within content offers, etc. They are the key trigger behind lead generation.

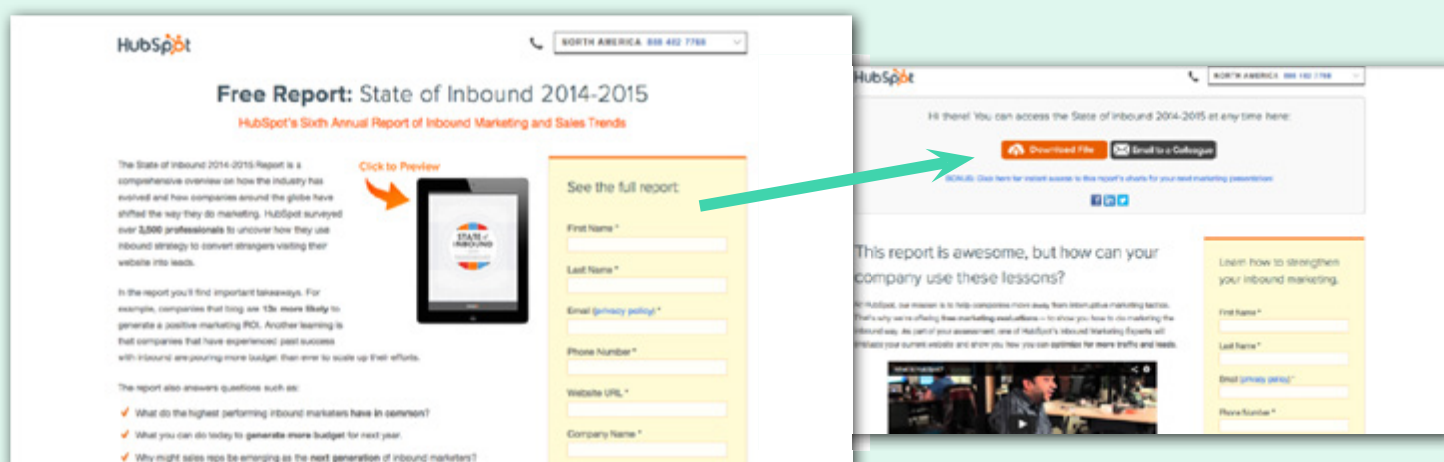
On the landing page, a visitor is prompted to complete the form by entering their contact information and other details in order to receive what's being offered. Through this information exchange the visitor converts into a lead with whom your team can follow up. Naturally, not all conversion events are created equal and, as you become more experienced with digital marketing, you will have to start thinking about **lead scoring**.

If you have an effective call-to-action, you'll convert a high percentage of your website visitors into leads. To learn more about call-to-action design, placement and copywriting, download HubSpot's free guide, **How to Write & Design Compelling Calls-to-Action**.

## PHASE 3: Creating Landing Pages

The landing page is where your website visitors arrive after they click on your call-to-action, and where they will fill out the form to download your offer.

Keep in mind that once visitors submit their information on a landing page (below, left), they should be redirected to a thank-you page (below, right) where they can access the offer.



## PHASE 4: Testing, Measuring, Iterating

Content offers, calls-to-action, and landing pages are the core elements of the conversion process, but you can't stop there. If you just have a single conversion pathway, you have very little insight into the process and the way it performs. In order to improve your conversion process, you need to constantly measure and experiment.

Some marketing metrics you should watch closely include the click-through rate of your call-to-action, the conversion rate of your landing page, and the number of new enquiries (leads) and appointments (conversions) an offer delivered.

In order to determine which elements best help you achieve your goals, you have to test different CTAs, landing pages, and offers. If a call-to-action has been on your home page for a month, vary the messaging or swap out an entirely new CTA, and after another month, measure which one performed best. If landing page conversions are low, make a change to the page layout and measure the results. Don't be afraid to test different variations; you can always switch back if the old version worked better. It will be worth it when you've found the best combination that increases your site's conversions.

Once you become more familiar with this process, you can read HubSpot's guide, ***Getting Started With A/B Testing***, which will show you how to optimise different elements of your marketing funnel through split testing.

Once you have arrived at this stage, you will be at the more advanced end of digital marketing. We understand that some of the tactics we have covered are quite complex. Mint Health is available to assist and guide your practice through all or as much of the process as needed.

# STEP 5: NURTURE LEADS INTO CLIENTS

Lead nurturing is the process of developing relationships with your potential clients by sending targeted, relevant, and valuable messages to them in a timely manner.

The end goal is to get your leads to “raise their hand” and self-select into further engaging with your practice.

From a technical standpoint, a lead nurturing system is software that allows you to send an automated series of email messages to early-stage leads.

Getting leads is fantastic – but not all leads are at the point where they can be considered appointment-ready.

Take a look at your existing client-acquisition process. How long does it typically take a prospect to make their first appointment after his or her first inquiry? Once you know the answer to this question, you can build some effective lead nurturing campaigns.



## Learn How to Close Clients Using Marketing Automation

Download HubSpot’s free guide, *A Practical Guide to Getting Started With Marketing Automation*



## Email Marketing Best Practices

In addition to nurturing your leads through targeted email messages, you should also be looking at the larger email marketing picture, which includes growing your database, closely following key metrics, and increasing conversions.

### List Building

One of the biggest challenge even for experienced digital marketers is creating opt-in opportunities. Make sure your lead forms allow your website visitors to enter their email address and opt-in to receive your messages. Give them a reason to opt-in. What's so valuable about your emails? What interesting and unique health information will they receive in your email newsletter? Be explicit and phrase the benefits in a way your audience will understand. Only send messages to people who have explicitly opted in.

### Sending

- **Send emails that are relevant to the interests of your contacts.** What initially brought them to you? How can you follow-up on that interest to further engage them?
- **Be personal in your communication.** Use a real email sender name and add a personal signature. Personalise the message so the recipient remembers how and why they came to your website. For example, start with “you recently checked out our ebook...” or “thanks for subscribing to our blog!”
- **Make sure that your message adds value.** Get into the mind of your recipients and ask, “what’s in it for me?” Are you emailing them just to tell them how great your practice is? Or are you offering to help them address a common health concern? Make the value clear in the email body and subject line.
- **Don’t rely on images**, as some email clients don’t load images automatically, So if your email is one large image, your recipient might not have any idea what it’s about! Use images as supplementary (clickable) content in your email, and make sure you have enough text to communicate value.
- **Be consistent in your communication to set the right expectations in recipients.** Whether you send your messages daily, weekly, or monthly, pick schedule and stick to it.



## Email Marketing Best Practices (continued)

### (Re) Converting

Each one of your marketing messages should have a goal. Make it clear what recipients are supposed to do once they open your email. Are you driving subscribers to read a new article on your blog? Asking them to share an offer or some health information on social media? Inviting them to download your new ebook?

If your goal is lead generation, include a call-to-action that links to a landing page on which the recipient can re-convert and self-select to further engage with your practice. If subscribers are already leads, inform them of special services or offers and let them qualify themselves as more “appointment-ready”. If they are not ready to commit yet, continue nurturing them with broader offers and stay top of mind for them.

Remember, the landing page is part of your email campaign. Email marketing doesn't stop with a click. Your landing page is an extension of your email, and it is where your conversion takes place. Make sure your email offer and landing page are well aligned, using similar language and images.

### Measuring Email Performance

- **Click-through rate (CTR)** - Click-through rate measures response: how many of the people you emailed clicked on your link(s)? The CTR can give you a sense of how compelling your offer and email messages are. Experiment with different offers, subject lines, calls-to-action, and timing to improve your email CTR.
- **What about open rate?** Open rate is an unreliable metric, as major email clients do not load the images necessary for tracking who opened an email. Instead of worrying about open rate, focus on the number of clicks your emails receive.
- **Unsubscribe Rate** - Unsubscribe rate measures the percentage of recipients who opted out of your email communications. As with open rates, the unsubscribe rate isn't a reliable picture of your email list's health. Many subscribers won't bother to go through the formal unsubscribe process but will just stop opening, reading, and clicking on your messages.

## **What to Measure**

Measure how many of those clicks turned into re-conversions on your landing page. It's the ultimate measure of an email campaign's effectiveness. The higher your conversion rate, the more relevant and compelling the offer was for your audience.

However, conversion rates are dependent on factors beyond the original email message, such as the quality of your landing page. Test different landing pages to improve the conversion on your website.

## **Beyond Email**

In this section we covered how to use lead nurturing and email marketing to follow up with your leads and engage them on an ongoing basis to convert prospects into appointments (from a marketing perspective, we refer to this as the sales funnel).

However, nurturing your contacts doesn't have to be limited to email communications. After all, you can communicate with your leads via social media or other platforms they use. That is why you should also start thinking about behaviour-driven communications, those that get triggered based on your leads' full history of interactions, both on and off your site.

## STEP 6: ANALYSE & REFINE

Now you are surely moving to the bottom of the sales and marketing funnel. That means you need to review the performance of your various marketing activities, identify the winning ones, and eliminate or – drastically modify – the ineffective campaigns. In this section we will review some metrics to monitor and suggestions for refining your digital marketing strategy.

### Identify Opportunities.

When you review your marketing activities, figure out what you want to improve. Do you want more people coming to your blog? Do you want to convert more of the visitors on your home page into leads? Get into the mindset of constantly looking for new opportunities.

### Set a Metric for Success.

In almost all cases, your metric should be quantifiable and involve a set time frame. For example, “Increase website leads by X% over the next X days.”

### Refine Your Strategy.

Analyse how your programs performed. Make changes with the intention of achieving your marketing goals by doing less of what doesn't work and more what works (and by modifying what doesn't work so that it works better).



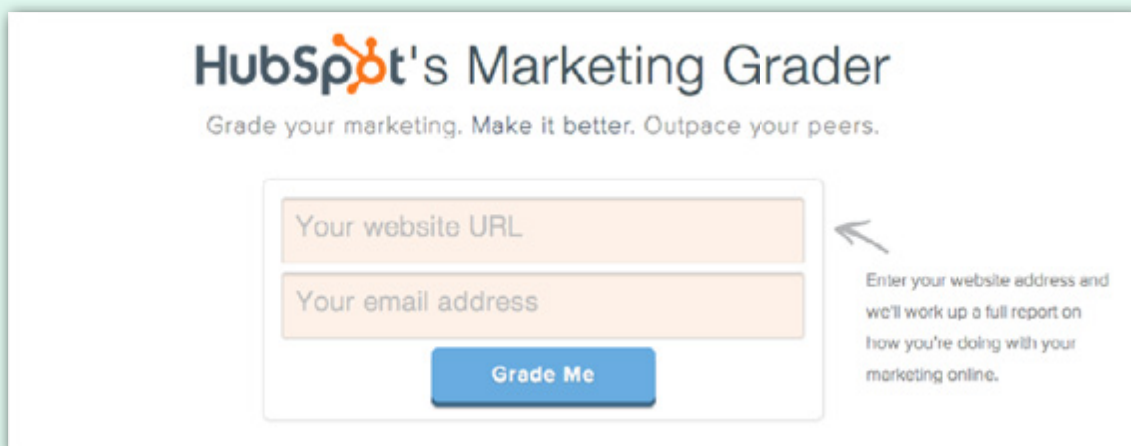
## Evaluate Performance

Determine if you've met your success metric. If so, stick with your change. If you haven't met it, see what you could have done differently. In either case, continue to monitor the metric to make sure the improvement has a long-term effect.

## Metrics to Track and Report On

In order for your refinements to have a big impact, you need to monitor several key factors. Before diving into how to improve them, let's first discuss what the relevant metrics are.

- **Marketing Grader** - Instantly find out the weaknesses and strengths across your marketing funnel. Your *Marketing Grader* report will reveal information that will guide you through any optimisation process.



The image shows a screenshot of the HubSpot Marketing Grader form. At the top, it says "HubSpot's Marketing Grader" with the tagline "Grade your marketing. Make it better. Outpace your peers." Below this, there are two input fields: "Your website URL" and "Your email address". A blue button labeled "Grade Me" is positioned below the email field. To the right of the form, there is a callout box with an arrow pointing to the URL field, containing the text: "Enter your website address and we'll work up a full report on how you're doing with your marketing online."

- **Traffic** - Overall, how many people are coming to your website? Look into what channel drove the most and least visits. Take that knowledge, make iterations and launch campaigns that will increase visits.
- **Leads** - How much of this traffic are you converting into leads and potential clients? This number should be constantly growing to ensure a steady flow of revenue.
- **Customers** - You should always be mapping your campaigns and channels to build your new client acquisition. How many new clients did you acquire this month? How does that compare to last month's performance? The ability to make this comparison is invaluable to any healthcare practice.

## Metrics to Track and Report On (continued)

- **Client Acquisition Cost** - How much are you investing to draw in each new client? If you rely primarily on outbound marketing methods, like local newspaper advertising and direct mail, your cost per client is probably pretty high. If you are following the steps outlined in this guide and focus on digital marketing, you are saving your practice a lot of money.
- **New vs. Repeat Visitors** - Of your overall traffic, how many visitors are returning to your site, and how many new people are finding you? Both types of visitors are good. Attracting new visitors means people are finding you through search. Attracting repeat visitors means you've given people good reason to come back to your site. The key is finding a balance.
- **Effectiveness by Channel** - What promotion channels or referring sources are sending you the most traffic? Focus on long-term results, not short-term traffic spurts.

## Steps for Improvement

### KEYWORDS

Try new keywords or variations of keywords to see if they help you get found better. Since each page on your site can incorporate different keywords, there are tons of ways to do this.



### SEO

See if changing a simple on-page SEO factor can help boost visits. Examples of on-page factors are page title, meta description, and headings. As a simple test, try changing the page title of one of your web pages to see if you generate more traffic.



## Steps for Improvement (continued)

### CONVERSIONS

Try new things with your conversion forms or landing pages. For example, make a change to the layout by switching up the form placement or featuring an image that's completely different from what you currently have.



### CONTENT

Determine which content is bringing you the most traffic and leads. This could be an opportunity to either focus more on that kind of content, or refine your promotion of other content.



### SOCIAL MEDIA

Evaluate which social media channels are generating the most site visitors and leads. Again, you can either focus on your successful social media platforms, or try improving your performance in your less successful ones.



### LEAD NURTURING & EMAIL MARKETING

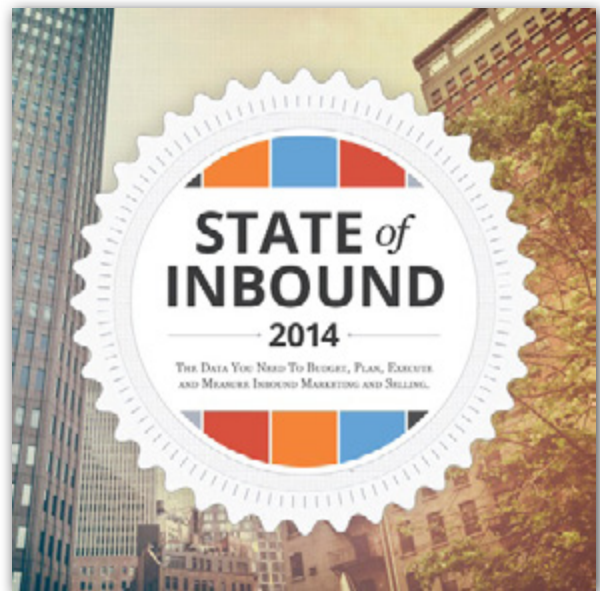
Maybe you're sending emails too frequently – or not frequently enough. Maybe the calls-to-action in your email are not appropriate for your audience. Always keep experimenting and testing!



# RESOURCES

Digital marketing might seem difficult and daunting. But by tackling each digital marketing tactic step by step, you can make it more manageable and start producing results. We hope that by reading this guide, you've gained an understanding of how digital marketing can improve your overall marketing program and help you achieve practice growth.

Now go forth and conquer digital marketing, one step at a time! Your next step? Don't hesitate to let us know if and how we can help.





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