

Medical Marketing and Public Relations for Orthopedic Surgery

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Typical Marketing Sources

- Patient Referrals
- •Chiropractors
- •Physical Therapists
- •Primary Care Physicians

Demographic and Targeted Marketing



Most Desirable Demographics

Ages 30 - 60 (M/F)

- Pre-Medicare Age
- Highest Potential Employment
- Highest Population of Insured (Employer / Private)
- Highest Incidence of Injury
- Lower Co-Morbidity (surgeries can be performed in ASC depending upon procedure)

Breaking Down the Demographics

Psychographics

- Habits
- Lifestyles
- Employment
- Family
- Location



Sample Demographic

Athlete / Weekend Warrior - (50 years old)

- Reaching the outlets they consume
- Educating them
- Creating a specific message
- Solving a common issue or injury
- Showing understanding of lifestyle

Sample Demographic (cont.)





Knowing Your Audience



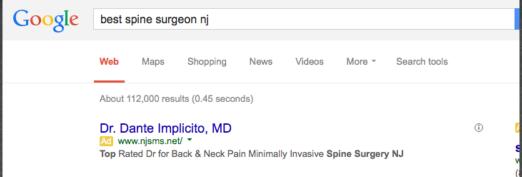
Google Search / PPC

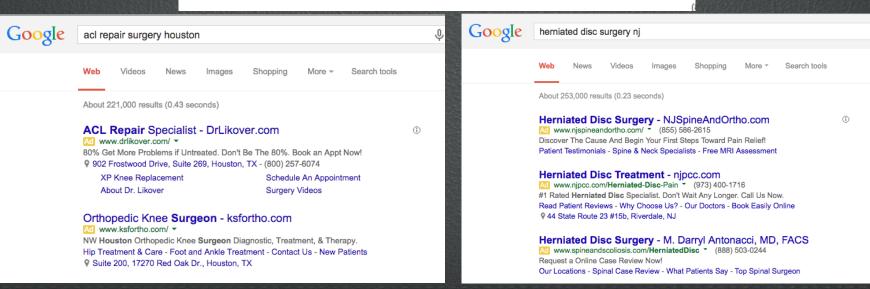
Bid Strategy

- Should be focused on transactional phrases
- Using modifiers
- Robust list of negative keywords
- Tracked and modified daily

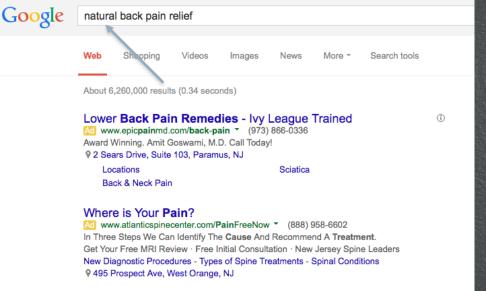


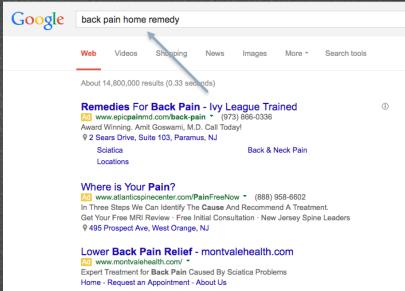
Effective Use of Adwords





Wasting Money with Adwords

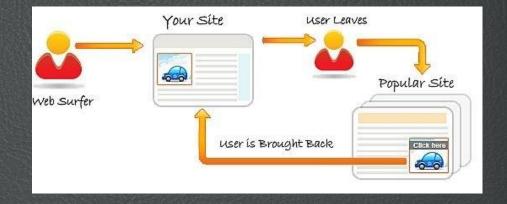




Search Retargeting

How it Works

- Potential patient views site
- Cookie dropped into browser
- Cookie triggers custom ads on other sites
- Reminds patient if they have not made a call / appointment
- Creates brand recognition for your practice



Using Social Media Effectively

Creating Relevant Content

- Relevant to your specialty
- Directs patients back to website
- Touches on news relevant to your audience (athlete injuries, new technology, research, etc)
- Blogs in list format (5 Things... 7 Ways..., etc.)



The "Social Media Company" Scam



The most common types of injuries that orthopedic doctors treat are strains, fractures, muscle damage, spine disorders, tendon damage, arthritis, and bone tumors.

Like · Comment · Share



April 24 @

Orthopedic doctors go through several years of schooling to gain their expertise. They first earn an undergraduate bachelor's degree at a four-year college, then attend medical school for four to eight years. Upon graduating medical school, orthopedic specialists enter a residency of one to five years.

Like · Comment · Share



May 8 @

The area of sports injuries focuses op njuries such as concussions. There are an estimated 3.8 million concussions in the U.S. each year, either professional or amateur sports or recreational activities, according to the Centers for Disease Control and Prevention.

Like · Comment · Share

Effective Social Media Use



February 15 @

Dr. Kevia Yao's Trigeminal Neuralgia news piece on CBS News New York will be on the 11pm news on Wednesday 2/19. As soon as the story is aired, a copy will be available online. We will make sure to post the link.

We are very happy to do what we can to spread the message of TN Awareness in any way we can. Hopefully, this story helps raise awareness and shines some much needed light on TN.

Like · Comment · Promote · Share





April 11 @

shared a link.

http://newvork.cbslocal.com/2014/02/21/seen-at-11-new-treatment-providesrelief-from-horribly-painful-tn-disease/



Seen At 11: New Treatment Provides Relief From Horribly Painful 'TN' Disease - CBS New York newyork.cbslocal.com

Thousands of people every day are suddenly struck with a condition that's so debilitating, it pushes them to do the unthinkable. But there are new treatment options.

Like · Comment · Promote · Share

Likes / Followers Quality vs. Quantity



1,495

TWEETS

1,197

FOLLOWING

6,472

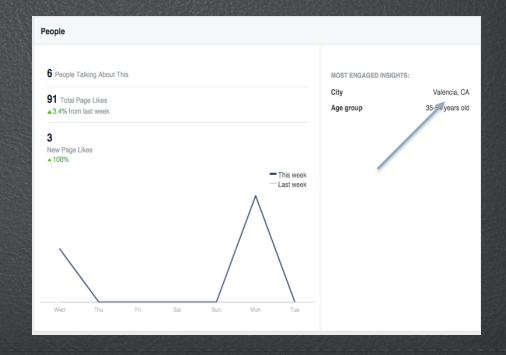
FOLLOWERS



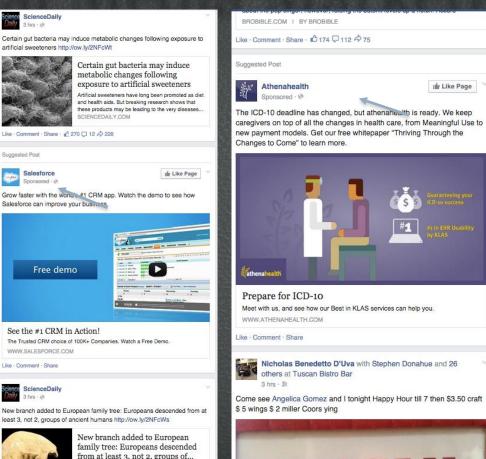
Following

Building a Relevant Social Media Audience

- Using email database / EMR
- Age
- Location
- Likelihood of transitioning into patient



Social Media Marketing



Public Relations and Media Exposure



What is Public Relations?

The management and execution of the spread of information an organization and the public.

The creation and maintenance of a public perception or image.

The proper utilization of media to create or convey messaging.

trust manage nvironment society connection assessment Communication responsibility perception

The Angle

The angle is everything!

- Why is this worth 3 minutes?
- Why is this worth 1,500 words?
- What is the bigger issue?
- Who is the audience?
- How does this help ratings / readership?
- Why are you the authority?



<u>The Angle (cont.)</u>





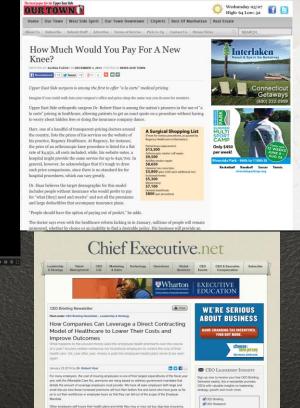
There's been a real market shift towards more transparent medical pricing, said Robin Gelburd, precident of FARR Health, "Instead of people resisting transparency, it's being embraced in order to give providers a market edge," she

employers. The business community to promote the cash-based method to an employers. The business community can embrace this model, because it offer significent sevings over what they can get through insurance companies," said Dr. Haar.

NYP to Open Saudi Branch

New York Presbyterian Hospital has established a presence in Saudi

Arabia through an agreement with Al Murjan Medical Group, a privately held Saud: company. The partnership was announced at a November while Minight and years were constructed and account of the construction of the constr



the fact in health care costs are real money. These employers pay physicians and hospitals out of their

own pocket and any money they save goes straight to the bottom line. Additionally, these self-insured place are regulated under FRISA and therefore not subject to many of the mandates that became law

to offset the rising costs of employee healthcare. Instead of paying dollars into premiums for their millions of employees, they have contracted directly with medical providers and arranged reduced rate contracts

with the pessage of the Affordable Care Act.



Q Searc

Medical Breakthrough PR

Primetime Evening News

Dr. Kevin Yao of Metropolitan Neurosurgey was also featured on CBS Evening Primetime News to discuss a new treatments he performs for patients with Trigeminal Neuralgia.

Click To Watch Segement





2000000

Over 2 Million In Viewership



Demographics

Average viewer: between ages 25-54

Cause Based PR









Patient Based PR

THEORET







1500000

Over one and a half million people saw this segment when it aired + over a million hits on the doctors website.

#1 Rule: IT'S NOT ABOUT YOU

- Always about the patient
- Highlighting patient obstacles and struggles
- You are a catalyst to their happiness, not the source
- Quotes and medical opinion
- Always sympathetic to patient

Identifying Relevant or Specialized Outlets

Thinking Past Traditional Media

- Athlete?
- Vocation Specific?
- Publications with specific interest?
- Part of a larger issue?
- Reader Relevance?

Patient Based PR (cont.)



West Coast Horsemen.com

August 15th, 2014 • Volume 5, Number 8

All Breed Equine Publication

Getting Back on The Horse After Spine Injury

Rider Returns to Competition Only 6 Weeks After Spinal Surgery

"My first thought was that I was paralyzed. I could not walk and just laid on the ground for the first few minutes," recalls competitive horse rider and barrel racer, Tammy Davis. "I was helping a friend shoe a horse house and, without warning, the horse bolted and I was knocked to the ground, wadded up in a ball and the horse trampled over me. I fell on my left side, covered my head with my arms as the horses hoofs scraped across my body."

The 56 year old Bakersfield, CA native has been riding horses for 47 years and has been competing in barrel races for the last 2 years. Before her accident she was ranked 4th in the ACBRA (American Computer Barrel Racing Association) and 10th in the WCBRA (West Coast Barrel Racing). "Seven though the races are usually less than 20 seconds, the adrenaline high is unbelievable," says Tammy." I was therified I would not be able to compete again."

In the days following her January 10, 2014 injury, Tammy's pain increased substantially and she complained of pain in her hip and through her leg. Her first thought was that the horse had damaged or fractured her hip, however MRI's and X-rays showed no damage to her hip. After being unable to locate the source of her pain, Tammy contacted neurosurgeon Dr. Anthony Virella in Westlake



Village, CA. "After reviewing her radiological studies it was immediately apparent that her injury was not to her hip but to the nerve in her L-5 vertebrae," recalls Dr. Virella. "Many times patients will complain of pain in the hips and legs and rightfully think it is a hip related issue. However, many times this is actually the result of a spiral nerve impingement. In Tammy's case,

this was caused by the physical trauma of her being knocked over by the horse."

Dr. Virella recommended that Tammy undergo surgery immediately due to the fact that, if left unresolved, spinal nerve impingement can cause permanent loss of sensation or function in the leg. This permanent loss of function would not only hinder her daily life but also make it

Tracking PR ROI

- Reception staff
- Dedicated phone number
- Intake forms
- EMR
- Web traffic monitoring
- Monthly patient acquisition reports



Community Involvement



Sponsorships

- Local sports teams
- •High School Sports
- •State or county sports tournaments
- •5k's, 10k's, charity walks, etc



Effective Promotional Items





Sample Demographic: Parents with High School Aged Children

- Between the ages of 36-55
- Highest group of employed / insured
- Highest instance of orthopedic conditions
- Highest demographic of elective orthopedic surgeries

Psychographics of this population

- Desire to feel "young again"
- Health and fitness minded
- Wish to enjoy the second half of their lives unrestricted by pain

The Importance of Cohesive Marketing



- Marketing Agency
- Advertising Agency
- Public Relations Agency
- Digital Marketing Agency
- Web Design Company
- Social Media Management Company
- Search Engine Optimization
- Graphic Design Company
- Photo/Video Production Company
- Business Development Firm



The 5 Most Effective Medical Marketing Tools in Spine, Orthopedics, Neurosurgery and Multi-Specialty Practices

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