



# Growing Your Practice with 5-Star Google Reviews

# Your Presenter



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Rebecca has been working with pediatric and family practices since 2007. She is passionate about helping healthcare providers and practices reach their communities with relevant information to support children and families.

# What You'll Learn Today




In today's digital age, you need to think about the impact your online presence and reputation have on your ability to attract new patients.

- Learn how to create a feedback platform for your patients and their families so they can be "seen and heard."
- See real-world examples of practices that have implemented Review Builder and boosted their online Google star ratings.
- Learn how to set up a Google My Profile.
- Discuss solutions for the best ways to respond to positive and negative reviews.

# Take Control of How Your Practice is Seen

- Google your practice name incognito mode
- Do you show up on the right side box?
- Check Google Maps
- Click "Own this business?" to see the associated email, or claim it

Hometown Pediatrics of Joplin 

[Website](#) [Directions](#) [Save](#) [Call](#)

4.7 ★★★★★ 120 Google reviews  
Pediatrician in Redings Mill, Missouri

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**Get online care:** [joplinhometownpeds.com](http://joplinhometownpeds.com)

**Address:** 200 Castle Dr, Joplin, MO 64804

**Hours:** Open · Closes 4 PM ▾

**Phone:** (417) 626-7337

[Check insurance info](#)

[Suggest an edit](#) · [Own this business?](#)

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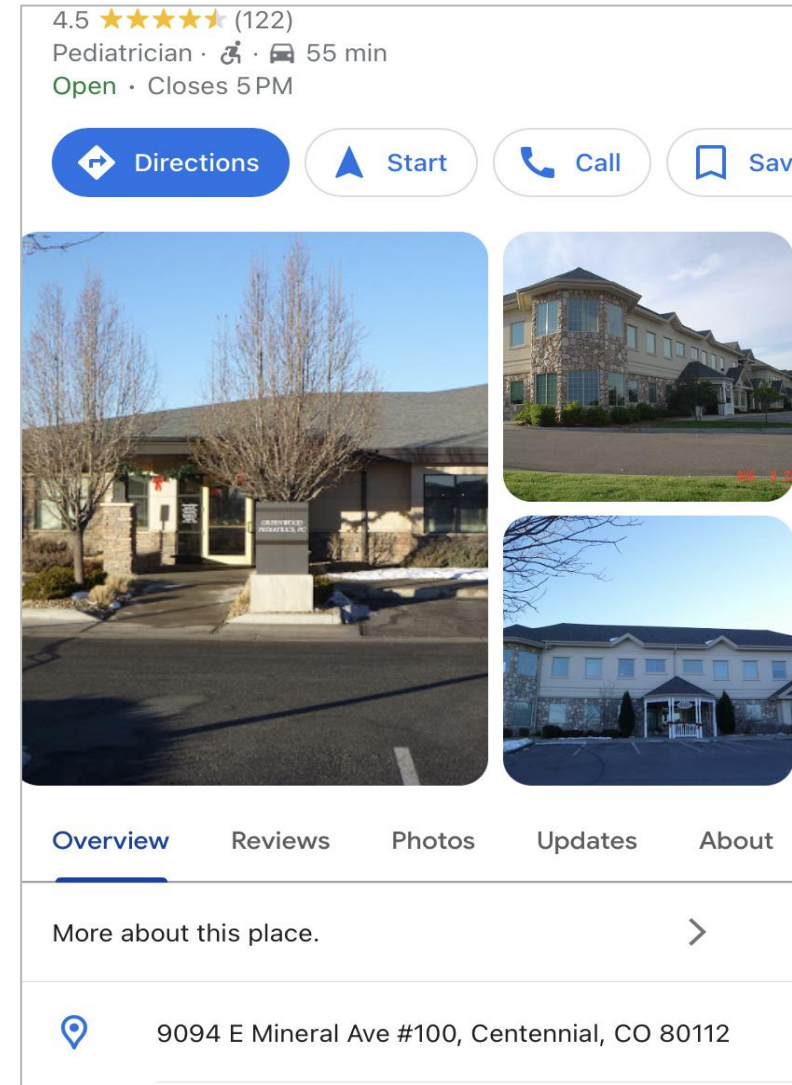
Questions & answers  
[See all questions \(1\)](#) [Ask a question](#)

# Apple Business Connect



## Meet customers where they live

- Help parents and patients engage with you
- Understand your impact to optimize your reach



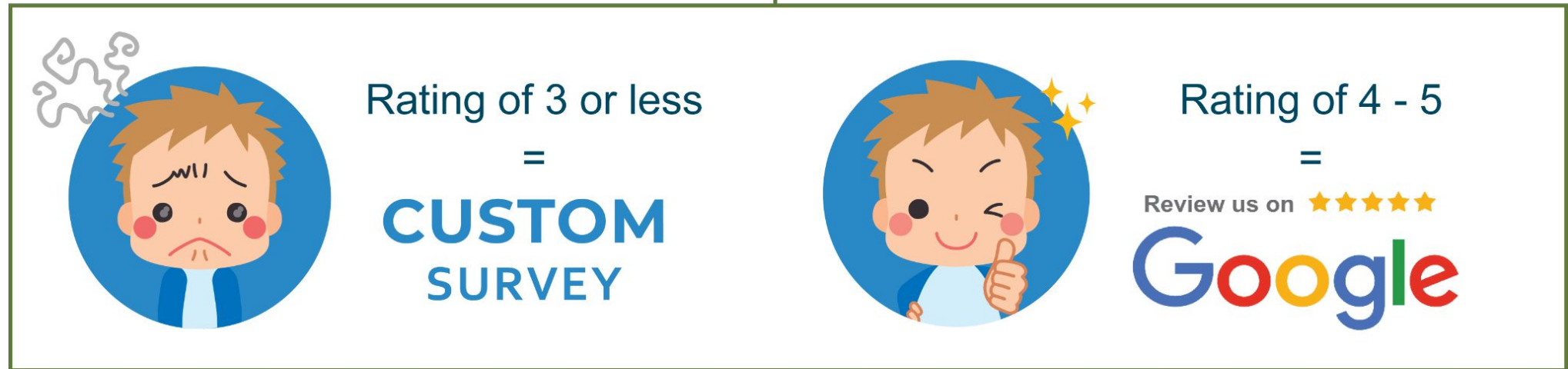
# Decide the Space to be Seen & Heard



Text sent to patient

Patient rates the practice

Practice responds if they choose



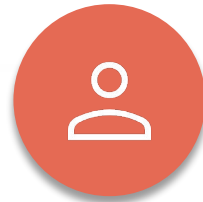
We all have blind spots.

# Responding to Positive & Negative Reviews



## Stay Positive

Pikes Peak Pediatrics strives to meet the needs of our families.



## Respond to All Reviews

A parent took the time to share kudos or concerns - let them know they were heard.



## Open to Feedback

Thank you for your valuable feedback. Due to privacy concerns, please reach out to us directly at 555-646-1234. We appreciate your time.

# Positive Reviews



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## Unique Responses

- We are so encouraged to receive such a kind & detailed review for Pretend Pediatrics and our team. We are grateful to work with staff members that care for every patient with diligence and concern.
- Thank you for taking the time to post this glowing review of Dr. Boyd and our team of providers at Pretend Pediatrics. We sincerely appreciate the positive feedback.
- Thank you for your kind remarks regarding our Practice Administrator at Pretend Pediatrics. We value working as a team to provide smooth transitions from scheduling to check-in to provider care to check-out. We appreciate the kudos you shared today!



# Negative Reviews



## Unique Responses

- Pretend Pediatrics was born to meet the needs of our surrounding community and families. We care deeply for the families and patients we partner with in their health journey. Due to privacy concerns, details cannot be discussed online but we welcome a phone call to discuss this further. Thank you for reaching out to us.
- At Pretend Pediatrics we are dedicated to the highest quality of patient care. Patient privacy regulations will not let us comment further on specific situations online, please contact us at 555-555-1234, so that we can gain more insight into the situation.
- At Pretend Pediatrics we value patients' health and well-being. We are concerned there was a poor experience with one of our staff members, as we strive for excellent communication & a welcoming environment. Please call us at 555-555-1234, so we can gain a better understanding of what happened.

## Google Business Profile

- [Get started with a healthcare provider Business Profile](#)
- [Google Business YouTube Tutorials](#)
- [Google Business Profile FAQs](#)
- [Google Business Help Ticket](#)
- [How to find your business on Google](#)
- [How to add or claim your Business Profile on Google](#)
- [Guidelines for representing your business on Google](#)
- [Transfer primary ownership of a Business Profile](#)
- [Submit a reinstatement request](#)
- [Fix suspended Business Profiles](#)

## Apple Business Connect


- [Get Started - Apple Business Connect](#)

## Client Success Story

- [Unlocking the Power of Online Reviews to Attract More Patients to Your Pediatric Practice](#)

## Recommended Procedures for Dealing with Negative Online Reviews

- [RemedyConnect Negative Review Steps](#)



**Client Success Story**

**Problem**  
Having thousands of patients, Dr. [Name] needed a way to organize their online reputation and increase visibility to prospective families that fit their needs and the care they're choosing for their children's health care journey.

**Solution**  
RemedyConnect's Review Builder, an online reputation management solution, was Remedy's choice. It provided Dr. [Name] with the perfect fit to help boost the reputation and visibility of this beloved pediatric practice.

**Results**  
Within two weeks of launching Review Builder, Pediatric Associates received 15 5-star reviews. Some organizations have a goal of getting only 3 to 5 stars, so 15 5-star reviews had Dr. [Name] in the Top 100 in their region.

**Perception is Reality: Tackling Online Reputation Management**  
A few negative reviews did not accurately reflect the overwhelmingly positive experience that the majority of families had with Pediatric Associates. With a lack of high star ratings, the negative reviews led to a suboptimal overall star rating that was unlike an internet search. The team has for 20 years and more in the heart of the [Location] and [Location] area. With [Location], [Location] and [Location] as their main focus, Pediatric Associates is proud to be an exceptional care provider. It is important to us when a patient has a bad experience, it is important for every one of our reviews and the "Perception is Reality" team to be there to help. Our Mission of the year was to be the best.

Learn more a schedule a demo: [sales@remedyconnect.com](mailto:sales@remedyconnect.com) 303.756.6223