## Think like a plastic surgeon: Combine price transparency with lead generation!

Jonathan Kaplan, MD, MPH, FACS
BuildMyBod Health
FMMA Annual Conference
August 18th, 2017

#### **DISCLAIMER**

Founder/CEO of BuildMyBod Health, a price transparency platform

### **Audience Participation**

I. Do you provide pricing on your website?

Yes or No

## PRIÇE TRANŞPARENCY

# FMMA understands why pricing is important

...but

### PRIÇE TRANŞPARENCY

...there's an extra piece to the puzzle

#### **BACKGROUND**

As more healthcare services are being paid out-of-pocket due to an increasing number of high deductible health plans...

## PRIÇE TRANSPARENCY BACKGROUND



Patients are more price sensitive

Patients are more price sensitive



Patients have a choice

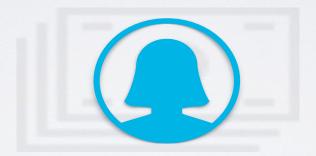
- Patients are more price sensitive
- Patients have a choice



Provider success is heavily dependent on obtaining these cash-pay patients

## PRICE TRANSPARENCY BACKGROUND

- Patients are more price sensitive
- 2 Patients have a choice
- Provider success is heavily dependent on obtaining these cash-pay patients



This has been the plastic surgeon's "reality" for years

#### **BENEFITS**

Use online price transparency as a tool for generating leads

## PRIÇE TRANSPARENCY BENEFITS



Patients receive pricing information they're searching for

A

Patients receive pricing information they're searching for



Providers receive contact information for follow up

A Patients receive pricing information they're searching for

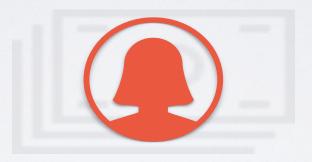
Providers receive contact information for follow ups



Passively build a huge database of cash-pay patients

## PRIÇE TRANSPARENCY BENEFITS

- A Patients receive pricing information they're searching for
- Providers receive contact information for follow ups
- Passively build a huge database of cash-pay patients



#### My Story

- Practiced for 6 years in Baton Rouge, LA
- Moved to San Francisco 4 years ago
- Took over an existing eponymous practice with only 200 email addresses and a website, but no discernible SEO traction
- After 4 years, grew database to over 7,000 email addresses

...so how did I do it?

#### **Building Your Database**

# Building your email database through new leads

- Don't purchase a list
- You want consumers who are genuinely interested in your services

#### **Building Your Database**

## What will be your "carrot" to generate as many leads as possible for your practice?



#### Building Your Database

## **Pricing Information**

There is no stronger incentive for a consumer to provide their contact info than the promise of pricing information

#### **METHODS**

A procedure pricing 'widget' containing a list of offered services was integrated into my website

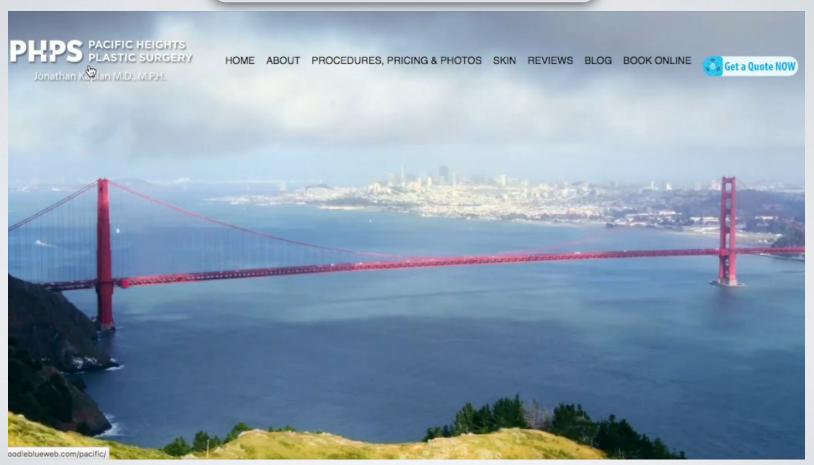
## PRIÇE TRANŞPARENCY

## What's a widget?

## PRIÇE TRANŞPARENCY What's a widget?



## PRICE TRANSPARENCY METHODS



## PRICE TRANSPARENCY Email Wishlist



Joe Patient

#### You have expressed interest in:

- Brazilian Butt Lift with Tummy Tuck \$12,500
- Juvederm®/Belotero®/Restylane® for Lip Augmentation \$650
- < Procedure Detail Video > [Buy Now Price: \$618 5% off!]

Total OR time: 4.5 hours

Total MD fees: \$13,150

Total OR/anesthesia cost: \$4,450

Total garment costs: \$300

Total estimated cost with fees: \$17,900

If you have any questions or to set up an appointment please contact our

(415) 749-9191 | info@pacificheightsplasticsurgery.com

#### Enjoy

Pacific Heights Plastic Surgery Team



\*You may be contact of via email at joe@gmail.com or by phone at

Visit Website

(504) 555-1212 regarding your wishlist.

Patient name
Patient email address
Patient phone number

Estimated cost

Office logo

# Don't just engage... re-engage!

## PRICE TRANSPARENCY Email Wishlist

Thank you for your wishlist submission! From Pacific Heights Plastic Surgery

Joe Patient

#### You have expressed interest in:

- Brazilian Butt Lift with Tummy Tuck فعالم المحالة ال
- Juvederm®/Belotero®/Red Line® for Lip Augmentation \$650
- Procedure Detail Video Buy Now Price: \$618 5% off!

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Enjoy!

Pacific Heights Plastic Surgery Team



\*You may be contacted via email at joe@gmail.com or by phone at

Visit Website

(504) 555-1212 regarding your wishlist.

Link for online purchase

Promotional video link

Link for video specific to procedure

Learn more about Pacific Heights Plastic Surgery - Dr. Kaplan by clicking here

## PRICE TRANSPARENCY METHODS



HOME ABOUT PROCEDURES PRICING & PHOTOS SKIN REVIEWS BLOG BOOK ONLINE CALL (415) 923-3005



#### PRICING & PHOTOS



## PRICE TRANSPARENCY Lead Generation Review

- Generate a lead when patients submit a wishlist to check pricing
- Generate a lead when a patient schedules a consultation through the Price Estimator
- Generate a lead (and dollars) when patients make an online purchase...

and

Generate a lead when a patient "abandons" their cart

## PRICE TRANSPARENCY Abandoned Cart Email

Price Transparency, Lead Generation & eCommerce

PROMOS •

Patient name

D∈ lan,

Link for online purchase

We noticed you left the following items in your BuildMyBool Leanth Promo Cart:

Botox® / Dysport® / Xeomin® Apection - Forehead and Between Eyebrows \$285! Click Here to be taken directly to this procedure to purchase.

Selfie Makeover (1.6. Sold Makeing Americal) 11,000. Sinck Fiere to be taken directly to this procedure to purchase.

If you have further questions about these services, Dr. Kaplan can be contacted at <a href="mailto:frontdesk@pacificheightsplasticsurgery.com">frontdesk@pacificheightsplasticsurgery.com</a>, or by calling (15) 923-3005. You will be contacted via email at <a href="mailto:jk">jk</a> by phone at (5) 22 regarding your cart. You can visit Dr. Kaplan online at <a href="https://www.pacificheightsplasticsurgery.com">https://www.pacificheightsplasticsurgery.com</a>.

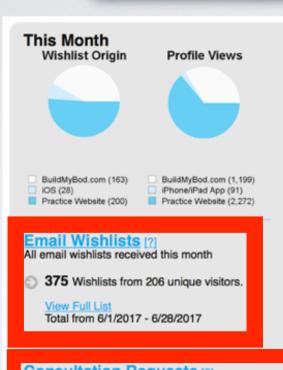
Patient email address

Patient phone number

Happy Pricing!

--BuildMyBod Health

**Provider Dashboard** 



Consultation Requests (?)
All consultation requests received this month

6 Consulation Requests from 206 unique visitors.

Total from 6/1/2017 - 6/28/2017

#### Abandoned Carts [?] All abandoned carts this month

10 Abandoned Carts from 206 unique visitors.

Total from 6/1/2017 - 6/28/2017

#### Phone Calls [?]

All phone calls received this month

13 Calls Total from 6/1/2017 - 6/28/2017

Impressions [?] Number of impressions made this month

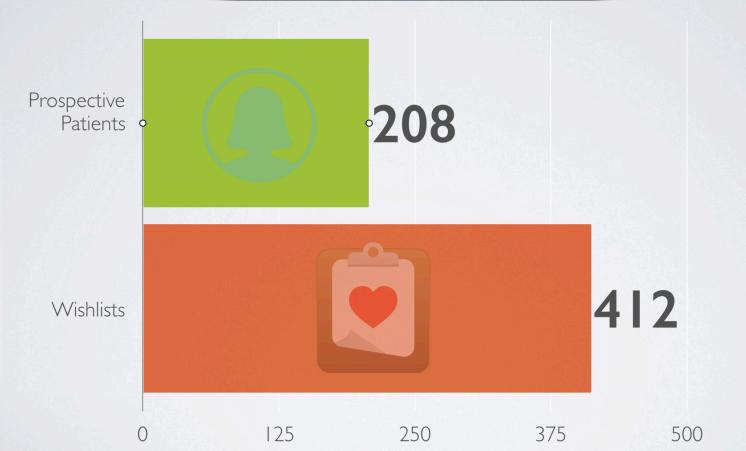
5,366 impressions Total from 6/1/2017 - 6/28/2017

### PRIÇE TRANŞPARENCY

#### **RESULTS**

This case study follows my private practice for one year after disclosing 104 procedure prices. 1st year in a new practice in San Francisco, NO PAID MARKETING

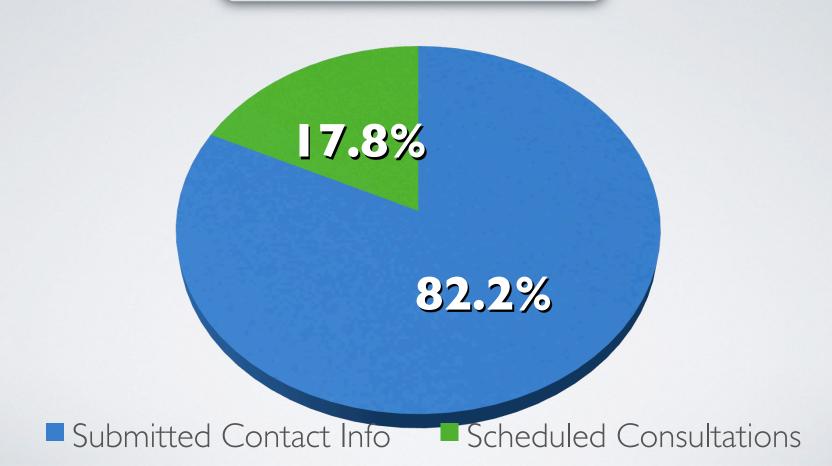
# PRICE TRANSPARENCY RESULTS



#### FIGURE 1

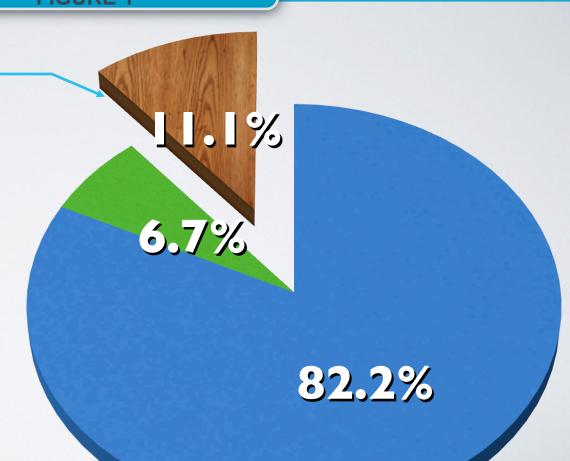
This shows that of the 208 prospects

## PRIÇE TRANSPARENCY FIGURE 1



## PRIÇE TRANSPARENCY FIGURE 1

23 (62.2%) booked procedures



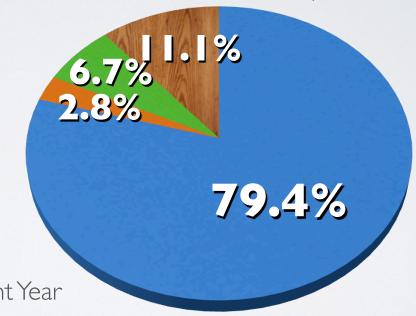
## PRIÇE TRANŞPARENCY

#### FIGURE 2

The "Halo" Effect

## PRIÇE TRANSPARENCY

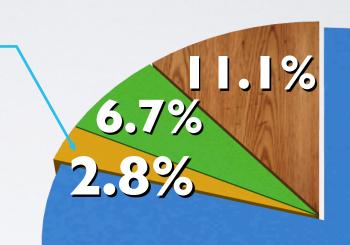
2.8% of consumers that submitted a wishlist in the first year of practice, came in after that first year



- Submitted Contact Info
- Consultations in the Subsequent Year

# PRIÇE TRANSPARENCY FIGURE 2

6 (100%)
booked procedures
for a total value of
\$26,702



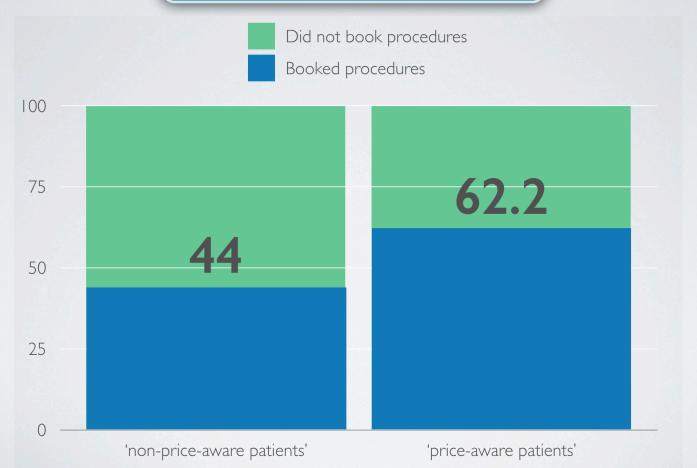
79.4%

## PRIÇE TRANSPARENCY

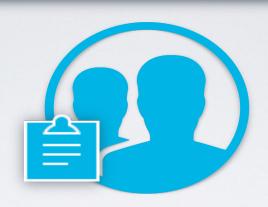
### FIGURE 3

This compares 'price-aware' patients with patients who were not aware of pricing information prior to a consultation

# PRIÇE TRANSPARENCY FIGURE 3



## PRICE TRANSPARENCY



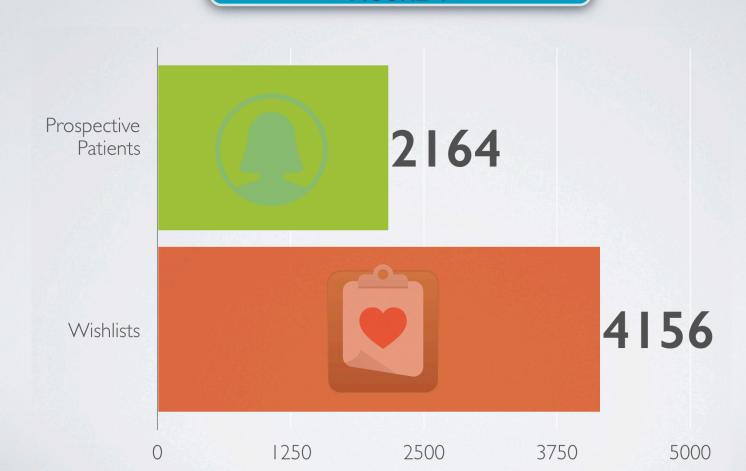
'Price-aware' patients were 41% more likely to book a procedure than 'non-price-aware' patients

# PRICE TRANSPARENCY FIGURE 4



What if you introduce advertising into the mix?!

# PRIÇE TRANSPARENCY FIGURE 4



### PRICE TRANSPARENCY

### What do you do with all those leads?!

(Grew from 200 email addresses to 7,000 in 4 years!)

- Office staff follows up with everyone
- Sync them to your email marketing database
  - MailChimp
  - Constant Contact
  - Campaign Monitor
  - MyEmma
  - MyMedLeads
  - InfusionSoft

### PRIÇE TRANSPARENCY

### Stats from most recent eblast:

(measured within 12 hours of eblast distribution)

- Sent to over 7,000 email addresses
- Three online bookings
- 27 wishlists submitted (22 new leads, 5 re-engaged consumers)
- No emails marked as spam
- 0.58% unsubscribed
- 20.71% open rate, 12% click rate

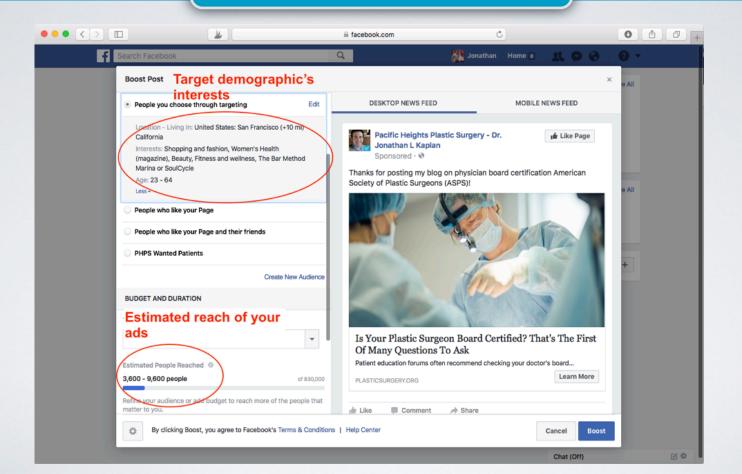
## PRICE TRANSPARENCY

### What do you do with all those leads?!

Own Your Marketing!

Reduce your dependence on Facebook and others

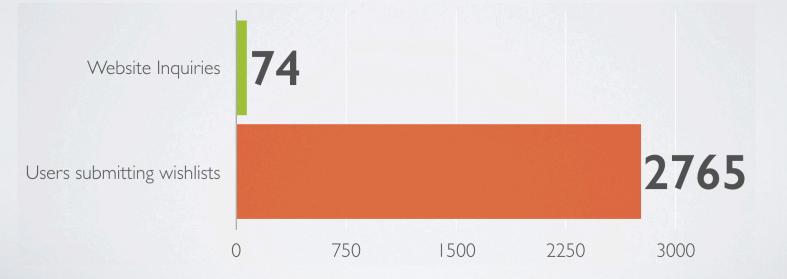
## PRICE TRANSPARENCY



## PRIÇE TRANŞPARENCY

### What do you do with all those leads?!

Leads through "contact submission" form on website vs wishlists submitted to automatically



## PRICE TRANSPARENCY BENEFITS

### **Benefits for Your Office Staff**

- **Automated**, **instant** response to all pricing inquiries, regardless of source while capturing contact info for follow up
  - · phone, email and social media
- Documentation of pricing estimates
- Avoid misquoting price estimates over the phone
- More efficient follow-up phone calls
- Stop wasting time on price shoppers

### PRIÇE TRANSPARENCY BENEFITS

### **SEO Benefits**

Improved Google Analytics - Visitors from search engines who arrive on the embedded Pricing Page vs the rest of the doctor's site:

- Are twice as likely to stay and browse the site (61% vs 36%)
- Browse the site twice as long (3.43 min vs 1.63 min)
- Browse 33% more pages across the site (3.18 pages vs 2.40 pages)
- Individual procedure URL's crawl-able by Google

## PRICE TRANSPARENCY BENEFITS

### **Pricing Menu**

Clitoral hood reduction	\$3500 (\$1000 when performed at the time of labia reduction)		
Coolsculpting	\$650 - \$750 / treatment area		
Eyelid surgery	\$3500 (upper) \$4500 - \$5500 (lower)		
Facelift	\$12 500 up to \$16 000		
Facelift (mini)	\$6500-8500+		
Fat transfer (to face)	\$2500 - \$6500		
Fillers (Hyaluronic acid - based fillers)	\$5-600+/syringe		
Fillers (using your own fat)	\$2500 - \$6500+		
Forehead lift	\$6500-\$9500		
Gynecomastia (Male Breast Reduction)	\$5500 - 8500+		
Hymen reconstruction	\$3000		
Mommy Makeover	any combination of these procedures used to reverse the effects of a pregnancy. Please see procedure specific fees		

### vs Automated Price Estimator



## PRICE TRANSPARENCY BENEFITS

### **Pricing Menu**

\$3500 (\$1000 when performed at the time of labia reduction)			
\$650 - \$750 / treatment area			
\$3500 (upper) \$4500 - \$5500 (lower)			
\$12 500 up to \$16 000			
\$6500-8500+			
\$2500 - \$6500			
\$5-600+/syringe			
\$2500 - \$6500+			
\$6500-\$9500			
\$5500 - 8500+			
\$3000			
any combination of these procedures used to reverse the effects of a pregnancy. Please see procedure specific fees			

### vs Automated Price Estimator

UPPER BODY	
Enlargement and lift of breasts (silicone)	
<b>↓</b> BACK TO PROCEDURE	S & PRODUCTS
COST	
Doctor Fees	\$ 6,50
OR Time	3 hour
OR Cost	\$ 2,90
Implants	\$ 1,85
Garments	\$ 15
Cosmetic Insurance	\$ 30
TOTAL Estimate	\$ 11,70

### PRICE TRANSPARENCY Yelp Reviews



San Francisco, CA

- † 1 friend
- 13 reviews
- 1 photo



My husband & I decided to get me a breast augmentation a year ago since choosing to guit birth control was swiftly decreasing their plumpness. I've always had and been fine with my tiny boobs, 34A, on my lean athletic frame, 5'5" 120lbs. But they were now surviving off of push-up padding, so we decided it was time. My husband found Pacific Heights Plastic Surgery online and instantly liked the 'build my bod - price estimator' on their website, I liked the yelp reviews, and it's conveniently located for us in the richmond district.

Dr. Kaplan was professional, comfortable to be around, and reassured us that we'd get what we wanted. I didn't want my breast aug. to be noticeable, just wanted to reinflate the boobs I was already blessed with. My end goal was to look naturally perky so that I could either dress them up or be modest without wearing a paper bag. That is what Dr. Kaplan gave me. During the whole decision process, as well as post-op, he made himself available for all of my questions and concerns. He usually responded within the hour! I'd recommend him to anyone. Now, one year later, we are happy with my 34B-C's, and although they are modest, they are definitely perky enough to survive and possibly improve from a pregnancy or two, if we are to be so fortunate:)

Was this review ...?



(P) Useful 1



Cool

## PRIÇE TRANŞPARENCY

# Annals of Plastic Surgery, May 2016 Google: annals plastic surgery price transparency

### RESEARCH PAPER

OPEN

### Price Transparency in the Online Age

Jonathan L. Kaplan, MD, MPH,\* and Parker H. Mills, PhD†

Abstract: Plastic surgeons are sometimes hesitant to provide their pricing information online, due to several concerns. However, if implemented right, price transparency can be used as a lead generation tool that provides consumers with the pricing information they want and gives the physician the consumer's contact information for follow-up.

This study took place during the author's first year in private practice in a new city. An interactive price transparency platform (ie, cost estimator) was integrated into his website, allowing consumers to submit a "wishlist" of procedures to check pricing on these procedures of interest. However, the consumer must sub-

plastic surgery represents the microcosm of changes that will soon affect the greater health care marketplace. Consumers are factoring cost into their choice of healthcare provider—one reason why health care providers and plastic surgeons have been hesitant to provide pricing information online.

Plastic surgeons have traditionally avoided providing pricing information online due to 3 major concerns: (1) patients might price shop instead of focusing on surgeon relationship, (2) patients might not understand prices are estimates subject to adjustment based on their body habitus, and (3) competitors could be competing prices.

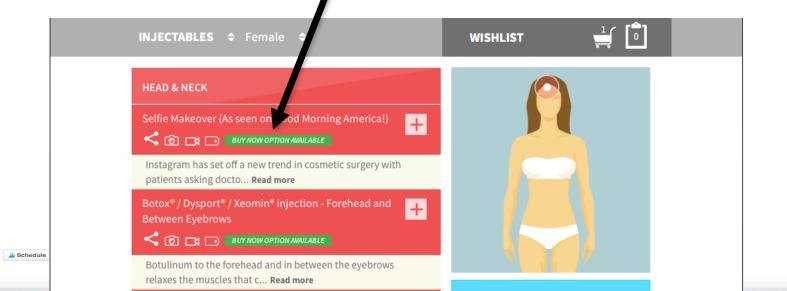
## PRICE TRANSPARENCY

## **Online Purchasing**

Get a Quote NOW



HOTOS



## PRICE TRANSPARENCY Online Purchasing

PROMOS •

**Buy Now** 

300+ Online Purchases

TOTAL = \$100,000

# PRICE TRANSPARENCY Online Purchasing

# Cyber Monday 2015 For 24 Hours, Various Specials Made Available for Purchase Online



## PRIÇE TRANŞPARENCY

# Marketing Your Price Transparent Practice/Facility

## PRICE TRANSPARENCY Marketing Your Price Transparency

# Don't just drive traffic to your website, give them a reason to leave their contact info

"You can't follow a click"

- Mention that online pricing is available in all your advertising
- 2 SEO "truth serum"

## PRIÇE TRANSPARENCY

### **Marketing Your Price Transparency**

- Every piece of advertisement/marketing should mention that pricing is available on your website
  - Home page of website
  - Blog posts
  - Social media
  - TV
  - Print

# PRICE TRANSPARENCY Marketing Your Price Transparency

### **Marketing Your Price Transparency**

Add a "Get a quote" button within your website



# PRICE TRANSPARENCY Marketing Your Price Transparency

### **Marketing Your Price Transparency**

Add a "Get a quote" button within your website





### PRIÇE TRANSPARENCY **Marketing Your Price Transparency**

### Blog Posts & Deep Links





2100 Webster Street, Suite 429 San Francisco, CA 94115 (415) 923-3005



Fax: (415) 520-2299



look may affect Victoria's Secret, it will also affect plastic surgeons. The question is whether fewer women will continue to get breast augmentations or will they just transition from round to shaped implants for a more natural look. What would you do?!

acificheightsplasticsurgery.com

# PRICE TRANSPARENCY Marketing Your Price Transparency

### Other Uses for Deep Links

- 1 Blog posts
- 2 Google AdWords
- Updating current "static" pricing pages

## PRICE TRANSPARENCY Other Uses for Deep Links

HOME DR. MOUNTCASTLE ABOUT US PROCEDURES PHOTOS REVIEWS TRAVEL RESOURCES BLOG CONTACT EN ESPANOL

Breast Reduction - Risks and benefits of Breast Reduction

#### **MIDURING/AFTER SURGERY**

A breast reduction is performed under general anesthesia at an accredited surgical facility as an outpatient procedure. It typically takes about 2-4 hours to complete. During surgery, a training tube may be placed to control bleeding and swelling. For the first several weeks, patients will be directed to wear a surgical bra or compression garment. Most patients are able to return to work within 1-2 weeks, and may begin exercising by 4-6 weeks. The visible results of a breast reduction will be immediate. However, it may take 6 months or longer for nipple sensitivity to return.

PLAN YOUR PROCEDURE

### **PRICING**

Average Cost \$7,500 - \$9,500

S M T W Th F S

1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24







BREAST REDUCTION\*

4

## PRICE TRANSPARENCY Other Uses for Deep Links

HOME DR. MOUNTCASTLE ABOUT US PROCEDURES PHOTOS REVIEWS TRAVEL RESOURCES

BLOG CONTACT EN ESPANOL

Breast Reduction - Risks and benefits of Breast Reduction



#### **MIDURING/AFTER SURGERY**

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### **PRICING**







BREAST REDUCTION\*





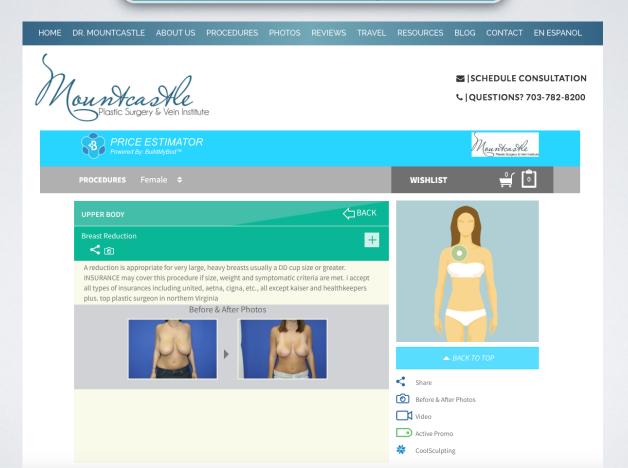
BREAST REDUCTION\*

### PLAN YOUR PROCEDURE



S	М	Т	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21		23	24
25	26	27	28	29	30	

# PRICE TRANSPARENCY Other Uses for Deep Links



## PRICE TRANSPARENCY Marketing Your Price Transparency

### Social Media





### TV Advertising



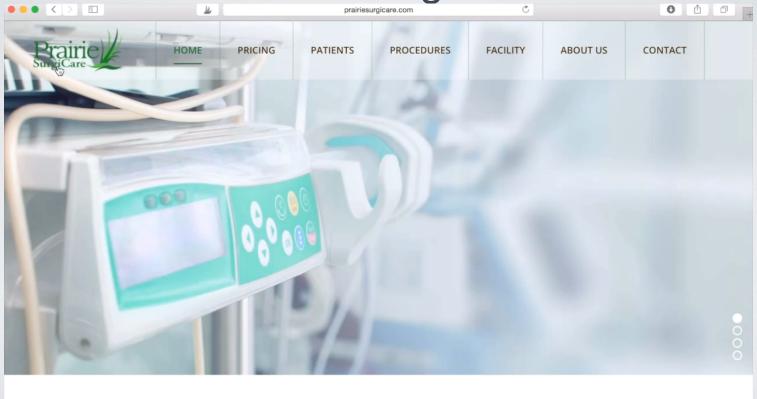
## PRICE TRANSPARENCY Trade Organizations

### American Society of Plastic Surgeons



# PRICE TRANSPARENCY Surgery Centers

Prairie SurgiCare



Accredited by

## PRICE TRANSPARENCY

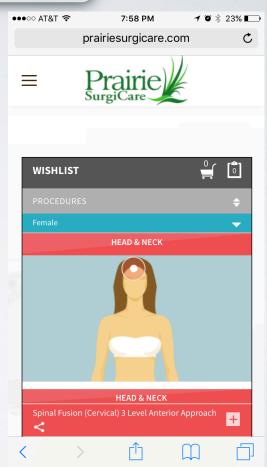
## **Everyone asks about price**

Make it easier to answer

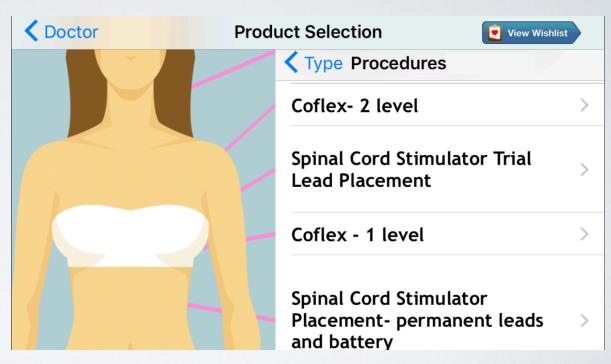
Capture contact info through all channels

# PRICE TRANSPARENCY Capture contact info through all channels

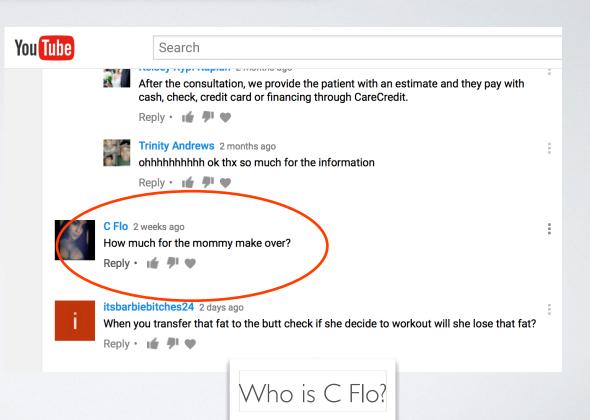








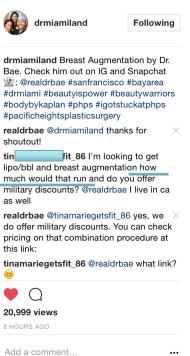




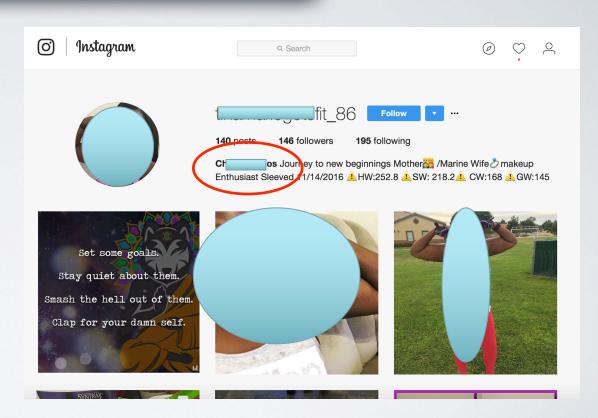












Capture contact info through all channels

Dear Ch

os,

You have expressed interest in:

-Mommy Makeover - \$8,000

Learn more about Mommy Makeover by clicking here

-Brazilian Butt Lift with Tummy Tuck - \$12,500

Learn more about Brazilian Butt Lift with Tummy Tuck by clicking here

-Brazilian Butt Lift using Fat Injections - \$8,000

Learn more about Brazilian Butt Lift using Fat Injections by clicking here

Total MD fees: \$28,500

Total OR time: 8 hours

Total implant costs: \$1,850

Total garment costs: \$1,050

Total cosmetic insurance costs: \$300

Total estimated fees: \$31,700

Br. Kaplan can be contacted by replying directly to this email, or by calling (415) 1. You will be contacted via email at Richards hoo.com or by phone at (646) 26 regarding your wishlist. You can visit Dr. Kaplan online at https://www.pacificheightsplasticsurgery.com.

Learn more about Pacific Heights Plastic Surgery - Dr. Kaplan by clicking here



#### CONCLUSION

# PRICE TRANSPARENCY CONCLUSION

- No better "carrot" to capture complete contact info than price
- Build your email database for future email marketing (200 to over 7,000 in 4 years!)
- With an e-commerce platform for non-surgical services capture dollars, not just leads!

Static menus can cost "tens of thousands of dollars"\* without generating leads

\*Shopping for Surgery, Outpatient Surgery Magazine, June 2015

Ask yourself...what could you do with an additional 10,000+ email addresses of cash-pay patients in your database?

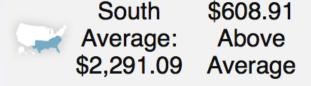
If <u>healthcare.gov</u> can show costs, so can you!

Check this out!
Introducing...
Pricing Assistant!

#### Make sure you're getting paid what you're worth!

Carpal Tunnel



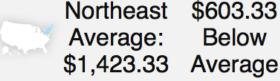


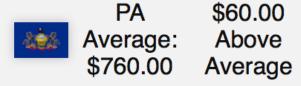


#### Make sure you're getting paid what you're worth!

Lumbar Epidural

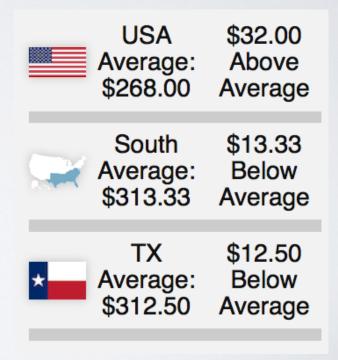






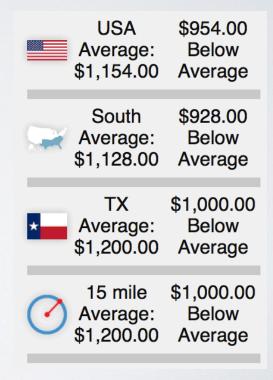
#### Make sure you're getting paid what you're worth!

Lower Extremity U/S



Make sure you're getting paid what you're worth!

Upper GI Endoscopy



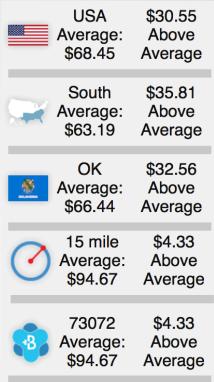
Make sure you're getting paid what you're worth!

Arthroscopic ACL Repair



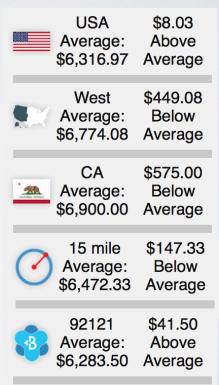
#### Make sure you're getting paid what you're worth!

Adult Monthly
Membership Fee
DPC/Concierge
Medicine



Make sure you're getting paid what you're worth!

**Breast Augmentation** 



# Anyone can do this with their existing website

Ask me how!

# QUESTIONS

jonathan@buildmybod.com