Rules of attraction

To bring in more business and increase your income, you need to either become a rainmaker or acquire one. Dr Bhavana Doshi explains...

A rainmaker is someone who brings more business to any organisation and provides the opportunity to increase their income. They come in many guises including the principal, the manager, and the nurse and even better the entire team. And be under no misadventure that it is impossible to have the entire team be rainmakers. It is a tried-and-tested fact that using certain motivational strategies can convert all your team into rainmakers. In reality, it should be the responsibility of any person within the business who comes into contact with patients to identify, attract and keep the patients.

A shrewd concept

In his book How to become a Rainmaker, Jeffrey Fox discusses at great length how people in business can grow at substantial rates by using these sound principles effectively. Dental practice owners can also benefit from this shrewd concept since they too are business owners and need to develop these skills. Creating rainmakers is a very important task, which will directly help to take the business forward.

We would have no business, if we were not able to attract patients. We would not even have the opportunity to provide the kind of care we wished to, to be that cosmetic dentistry or any other differential. Keeping this in mind, you may say that your advertisement in the Yellow Pages is doing well, but have you considered how you are going to entice these new patients to keep coming? Keeping this in mind, you may say that your advertisement is the most important task, which requires sound principles for advertising activities best suit your business. So set yourself up with dynamic criteria for advertising. For example, is your advertisement an eye-catching?

Explore other avenues to put your message, or your USP (Uniquely Selling Proposition) in. This is your unique services which would compel patients to come to you over other businesses in the same industry as you. Often dentists ask themselves why should they come to you? If you have discovered your USP you can then decide what methods or what marketing activities best suit your target audience. These can include social networking, direct mail, media or even participative efforts, one good idea is to simply STOP for a moment and take a step back and review your situation. Sometimes when we are so focused on achieving something, we become very tunnel-visioned and subsequently miss opportunities which lie under our very noses. So sometimes it is better to simply recalculate your action plan.

Once you have given direction to your entire force into acquiring new patients it is extremely crucial to monitor your efforts. Otherwise you may find yourself effort in vain. The rainmaker can help to take the business forward by using these sound principles effectively.

3. Create a practice which would appeal to new patients.

Small details of how you are going to execute that plan. This will not only make efficient use of your marketing budget but will also maximise your exposure to the population in the most efficient way that is possible for you. For example, why would you want to conduct a marketing activity in a holiday period, when there aren’t many people around to notice it?

2. Consider all types of marketing, not just advertisements in various directories. Most of these aren't working efficiently because the actual message is hidden by the cosmetic appeal of the piece; your message is cluttered up by too much competition or the target audience is diluted. Considerable forethought needs to be applied to this concept. You need to make sure you are actually sending your message and that you are not obscured from patient visibility. Take a look at a directory and look up for example plumbers. Which one would you choose and why? The exact same principle would apply to your business. So set yourself up with dynamic criteria for advertising. For example, is your advertisement an eye-catcher?

4. If you feel you are increasingly becoming frustrated at attracting new patients despite all your efforts, one good idea is to simply STOP for a moment and take a step back and review your situation. Sometimes when we are so focused on achieving something, we become very tunnel-visioned and subsequently miss opportunities which lie under our very noses. So sometimes it is better to simply recalculate your action plan.

5. Once you have given direction to your entire force into acquiring new patients it is extremely crucial to monitor your efforts. Otherwise you may find yourself in a situation where you are not actually getting anywhere.

6. Once you attract a new patient then you need the rainmaker to communicate correctly to that potential patient and invite that patient to stay and become a patient of the practice. Often new patients make up their minds within the first three minutes or less of meeting you whether you are the practice for them. For this reason, the first contact any new patient has with your practice should be with a rainmaker. Especially since currently most new patients are also window shoppers, often with no idea what they are looking for! With the correct communication skills, the rainmaker can convert a potential patient to an actual patient booked in your diary.

7. Time spent training and gear- ing up the entire team to meet with patient expectations is definitively not wasted effort. It will save you a lot of money in the long run, because you can make sure your marketing plan is actually being met at the end of the line.

8. Build yourself up with a good reputation. This can be for your expertise and knowledge and skill of work or it can be for providing an exceptional experience for your patients. Create talking points for your patients so that they can see and rave about you to other people - other potential patients. A referral by word-of-mouth is often the best kind of marketing strategy you can invest in - it is more likely to work and is very cheap!

9. Patients often have no real idea of how good you may be as a dentist. When they come to see you and agree to the seen by you, often they only understand how good your marketing has been. This is what they use to build an expectation level in their minds. For this reason not only must deliver what you have promised in your marketing, but also so if you exceed that expectations level then you will really create raving fans of your patients and they will refer their family and friends too. Hence new patients will rain on you!

10. Finally take note of how many of these new patients are actually going ahead with treat- ment or are they leaving after they have had time to consider what your practice is all about. If the number of new patients leaving, to those going ahead with care is significantly differ- ence, then you need to take a closer look at what your rainmakers are doing. Rainmak- ers must also make money rain.

The rainmaker ethos

- Listen to patients and discover their needs
- Seek first to understand then be understood
- Teach patients what they need
- Provide your patients with a little above expectation
- Thank each patient sincerely and often
- Help patients to pay you so they won’t be embarrassed and go elsewhere.

- Learn how to continuously make patients feel at ease and comfortable
- Talk to them about their life and build a friendship
- Understands personality types
- Give more than you get - provide excellent service no matter what
- Treat patients as you would yourself - give high value.

These techniques discussed are the main differences of what would differentiate an ordinary practice from an excellent practice. All dentists are well trained in the science and most do reason- able dentistry, but the differentiating factor in today’s world, is the ability to understand marketing and ultimately to understand how to provide the service of den- tistry. Once this concept has been acknowledged you can then cre- ate rainmakers to convert all patients to long-stand- ing loyal patients of your prac- tice.

To receive a free information leaflet on how you can maximise your existing patient base and attract more new patients to your practice, email your name and address to bhavna@theperfectsmile.co.uk

About the author

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