

A woman with long, grey hair and a warm smile is the central figure. She is wearing a bright orange, ribbed-knit sweater. Her hands are visible on the right side, holding a graphic element composed of four overlapping semi-circles in yellow, orange, red, and blue. Overlaid on this graphic is the title text.

# Audiology clinic marketing guide: essential steps for success

## Content

1. Branding and positioning.....	4
2. Build an effective online presence .....	5
3. Social media marketing .....	6
4. Local community engagement.....	7
5. Direct marketing tactics.....	8
6. Lead generation and conversion .....	9
7. Measurement and improvement .....	10
Summary .....	11
Unitron marketing support .....	11

# Welcome to Unitron!

As a Unitron partner, we are committed to the growth and success of your business by delivering you value beyond our innovative products and services. This guide is part of our dedication to supporting your growth and helping you thrive in today's competitive market. From branding and online strategies to local engagement and lead generation, this comprehensive guide provides essential tools to enhance your marketing efforts and achieve long-term success.

A well-rounded marketing strategy focuses on building awareness, generating leads, and turning those leads into loyal customers. This guide outlines the key marketing activities your clinic can implement to attract and retain customers.

# 1. Branding and positioning

**Objective:** Establish your clinic's identity and differentiate it from competitors.

## Define your unique selling proposition (USP):

- Highlight what sets you apart (e.g., personalised care, independent from major brands, locally owned).
- Focus on the benefits of being independent, such as more personalised recommendations and unbiased hearing aid options.

## Create a memorable brand identity:

- Develop a consistent logo, colour scheme, and tone of voice.
- Ensure your website, social media, and in-office materials reflect the same branding.

## Patient testimonials and case studies:

- Share real success stories of patients who have experienced improved hearing through your clinic.
- Use written testimonials and video interviews for a more personal touch.



## 2. Build an effective online presence

**Objective:** Ensure your clinic is easily found online and provides valuable information to potential patients.

### Website optimisation:

- Ensure your website is professional, mobile-friendly, and easy to navigate.
- Include essential information such as services, appointment booking, location, and contact details.
- Incorporate SEO (Search Engine Optimisation) to rank higher on Google searches (target keywords like “audiologist near me” or “hearing aid clinic”).



### Google business profile:

- Create a free Google Business Profile to show up on local searches.
- Include up-to-date contact information, business hours, services, and photos.
- Encourage happy customers to leave reviews, improving local rankings.
- Optimise and maximise your Google Business Profile by utilising all the free features.

### Content marketing:

- Maintain a blog or resource page that answers common hearing health questions (e.g., “Signs You Need a Hearing Test” or “The Latest Hearing Aid Technology”).
- Use relevant keywords to attract visitors looking for specific information.
- Add video content such as explainer videos, hearing aid reviews, or how-to guides for hearing aid maintenance.

### 3. Social media marketing

**Objective:** Engage with your local community and build relationships with potential clients.

#### Platform choice:

- Focus on platforms where your target audience is active, such as Facebook and Instagram.
- LinkedIn can be useful for networking with local businesses or healthcare providers.

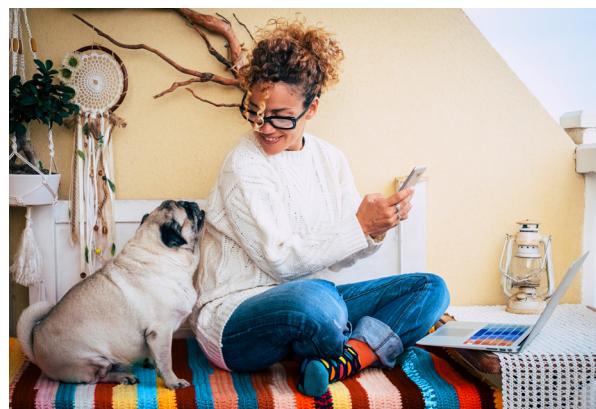


#### Content ideas:

- Educational posts about hearing health (e.g., “5 Tips to Protect Your Hearing”).
- Behind-the-scenes clinic tours and staff introductions to personalise your brand.
- Success stories or testimonials from patients who have benefitted from improved hearing.
- Promotions or special offers, such as your “New Year New Hearing” campaign.

#### Engagement:

- Reply to comments and messages promptly to build relationships with potential clients. Behind-the-scenes clinic tours and staff introductions to personalise your brand.
- Run contests, giveaways, or ask fun questions to encourage interaction.



#### Paid advertising:

- Use Facebook and Instagram ads to promote specific services or events, such as hearing tests or the benefits of upgraded technology.
- Retarget website visitors with ads reminding them to book an appointment or take advantage of a limited-time offer.

## 4. Local community engagement

**Objective:** Build awareness and trust within your local community.

### Partner with local businesses:

- Collaborate with healthcare providers, senior living centres, or wellness centres.
- Offer workshops or hearing screenings at community events.

### Sponsorships and events:

- Sponsor local events like health fairs, charity walks, or senior gatherings to increase visibility.
- Host open house events at your clinic where people can tour the facility and learn about hearing health.

### Referral programs:

- Create a referral program offering incentives for existing patients who refer friends or family.
- Partner with primary care physicians or other healthcare professionals who can refer patients to your clinic.



## 5. Direct marketing tactics

**Objective:** Reach potential customers directly and encourage them to take action.



### Email marketing:

- Build a list of current and potential clients by offering free resources, such as downloadable hearing health guides.
- Send regular newsletters with updates, promotions, and hearing health tips.
- Include offers like free hearing tests or discounts on new technology.

### Direct mail campaigns:

- Target specific neighbourhoods with a direct mail campaign promoting your services.
- Include limited-time offers to encourage immediate action.
- Make the design appealing, highlighting a clear call to action such as “Book a Free Hearing Test Today!”

## 6. Lead generation and conversion

**Objective:** Turn interested leads into paying clients.

### Offer free hearing screenings:

- Advertise free or discounted hearing screenings as a way to get potential customers through the door.
- Use screenings to identify leads who may need hearing aids and educate them on the benefits of hearing aid technology.

### Follow-up on inquiries:

- Set up a system to follow up with leads who inquire about services within the first 24 hours, ensuring no potential patient slips through the cracks and leads do not go cold.
- Use emails, phone calls, or SMS to remind them about their inquiries and encourage bookings.

### Booking system:

- Make booking appointments easy and convenient with online scheduling or a click-to-call feature on your website and social media platforms.
- Offer same-day or next-day appointments to accommodate busy schedules.

### Sales funnel optimisation:

- Build a simple sales funnel with awareness (social media and content), consideration (free screenings or webinars), and decision (special promotions or packages).
- Train staff to handle incoming inquiries effectively, using a consultative approach to guide patients toward the right solutions.



## 7. Measurement and improvement

**Objective:** Track the success of your marketing efforts and adjust as needed.

### **Analytics and tracking:**

- Use Google Analytics to track website traffic and identify which pages are attracting the most visitors.
- Track the performance of social media posts (engagement, reach) and ads (click-through rates, conversions).
- Monitor referral sources to understand how patients are finding your clinic (e.g., search engines, social media, direct mail).



### **Patient feedback:**

- Collect feedback from patients to understand what marketing messages or services are resonating with them.
- Use surveys, in-person questions, or follow-up emails to gain insights on how to improve.

### **Adjust strategies:**

- If a particular campaign isn't yielding results, assess and pivot. Perhaps adjust the message, increase ad spend, or try a new platform.
- Double down on strategies that are working, such as focusing more on referrals if they are a strong source of new leads.

## Summary

A well-rounded marketing strategy for your independent audiology clinic should focus on building awareness through online and community engagement, generating leads with targeted content and offers, and nurturing those leads through personalised follow-ups and promotions.

By implementing these steps and continuously refining your approach, you can grow your clinic's patient base and build long-lasting relationships with your customers.

## Unitron marketing support

As part of our commitment to your success, Unitron offers an extensive range of marketing tools designed to support your clinic's success, helping you connect with potential clients and grow your practice.

### **Product marketing**

Our comprehensive [Unitron product catalogues](#) not only showcase the latest hearing solutions but also include marketing resources and customisable local marketing tools and templates. These resources help you promote your clinic effectively, both online and in your community.

### **Local marketing**

Additionally, the [Unitron local marketing guide](#) provides detailed strategies in key areas such as digital marketing, community outreach, and seasonal campaign ideas, ensuring you have the insights and tools to execute effective marketing initiatives year-round. From social media to local events, Unitron equips you with everything you need to boost your clinic's visibility and engagement.

If you need any further assistance, please don't hesitate to reach out to your Unitron marketing team at [marketing.au@unitron.com](mailto:marketing.au@unitron.com)

**We are committed  
to your business;  
and hope that  
the tools and tips  
provided in this  
guide will help you  
reach more people  
and change more  
lives.**

Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to **Love the experience.**™



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