Website Strategy and Content for Medical Groups

About Geonetric

- Sophisticated CMS, VitalSite, designed for healthcare
- Responsively-designed websites and intranets
- Effective, cross-channel marketing campaigns
- Content development and strategy

www.geonetric.com



Geonetric Clients



























































































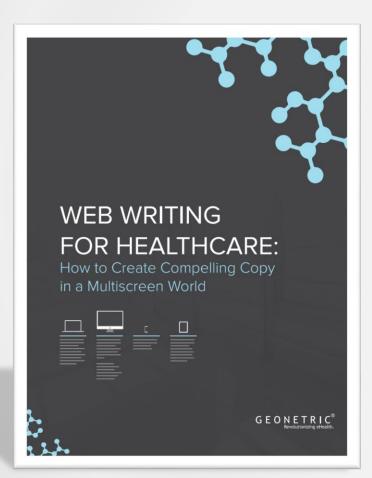




Webinar Information

- Webinar lasts one hour
- Enter questions at any time
- Recording will be posted in our webinar archive within 48 hours
- Please take the post-webinar survey which will appear at the conclusion of the webinar
- Follow along on Twitter using the #Geonetric hashtag

Takeaway: Web Writing for Healthcare eBook



Fill out the survey at the end of today's webinar for this free eBook!

A comprehensive guide for healthcare content development and content marketing strategy

Packed with examples of great healthcare writing in practice, including the case study we will be covering today.

Today's Presenters

Anne Kapler Web Strategist and Writer Geonetric

Matt McKinney
Digital Communications
Manager
Cone Health

Maggie Wright Senior Content Strategist Geonetric

Website Strategy and Content for Medical Groups

Who is Cone Health?





















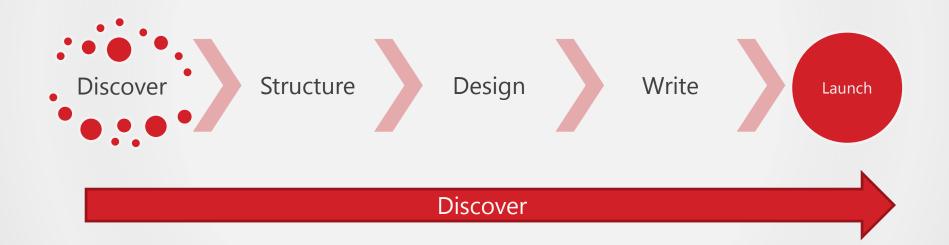


Components of a Medical Group Microsite

Building a Microsite



Building a Microsite



Building a Microsite

Site Visitors

Web Team

Decision Makers

Stakeholders

Patients Providers

Leadership Subject Matter Experts

Content Creators

Discovery



100+ physical practice locations

52 independent practice websites

26 practices with no Web presence



Urgent Medical & Family Care

We want to be your doctor 365 days a year!

Serving You Since 1982!

About Us

Meet Our Providers

Occupational Medicine

Financial Policy

Patient Education

Contact Us

Welcome



Effective July 2015, our weekend hours will be 8am-4pm, on Saturdays and Sundays.

Our lobby door opens daily at 8am.

Welcome to our practice, a great choice for family medical care. We have been located at 102 Pomona Drive since 1982. We offer high quality medical care for minor emergencies and outpatient medical needs for the entire family.

Our experience and long-standing relationships with local and area businesses make us a leader in occupational medicine.

We are here to render quality medical care promptly, caringly and professionally, in a pleasant and friendly atmosphere. Our success depends upon our doing this well.







NEW PATIENT

HELPFUL LINKS





From pregnancy to menopause, the caring and compassionate staff at Encompass Women's Care is here to provide professional, individualized

Encompass Women's Care now offers our patients secure, online access to important information in their electronic medical record with FollowMyHealth:

FollowMyHealth

OB/GYN care for each stage of a woman's life.





Challenges

- Lack of a cohesive brand
 - Unbranded connection among individual sites
 - Patients didn't know what services were offered, by who, and where
 - Missing, inconsistent or outdated content
- Weak focus on benefits of being part of the Cone Health network
- Governance

Structure

Strategy Development

- Overall system-wide strategy
- Brand and message integration
- Information Architecture



Strategy Development

- Overall system-wide strategy
- Brand and message integration
- Information Architecture



Design

Write

Strategy Development

- Overall system-wide strategy
- Brand and message integration
- Information Architecture



Find a Provider Medical Services Practice Locations Patient Information Healthy Living

Design

Collaboration, Discovery & Creation

- Internal collaboration between content strategy and design
- Site preferences survey
- Gathering of design artifacts, considering Cone Health's look and feel
- Design hypothesis
- Design comps & templating

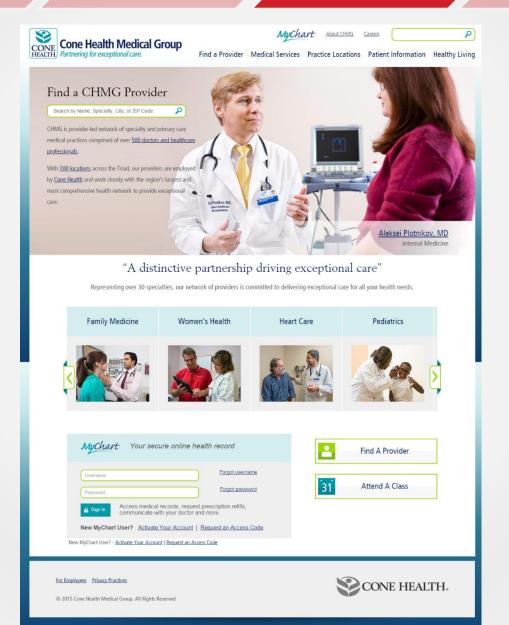
The New CHMG

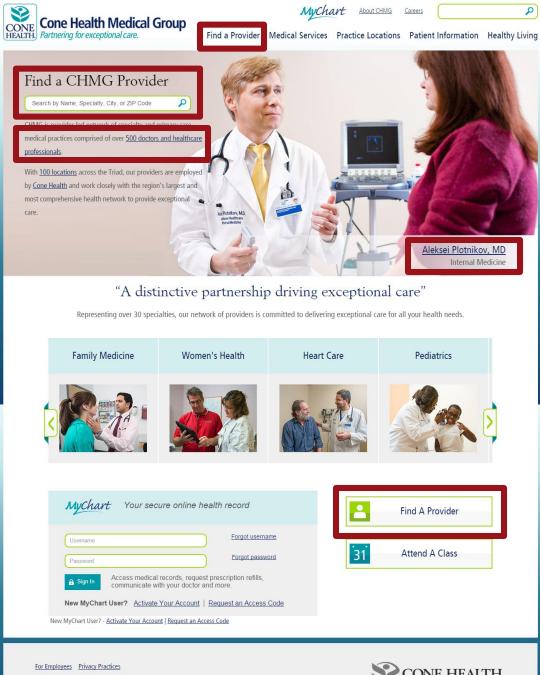
Discover

Structure

Design

Write





Highlight **Providers**

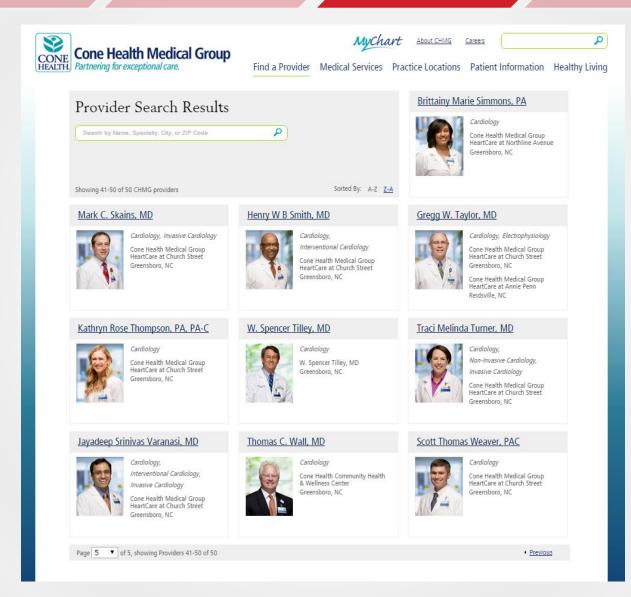


Discover

Structure

Design

Write

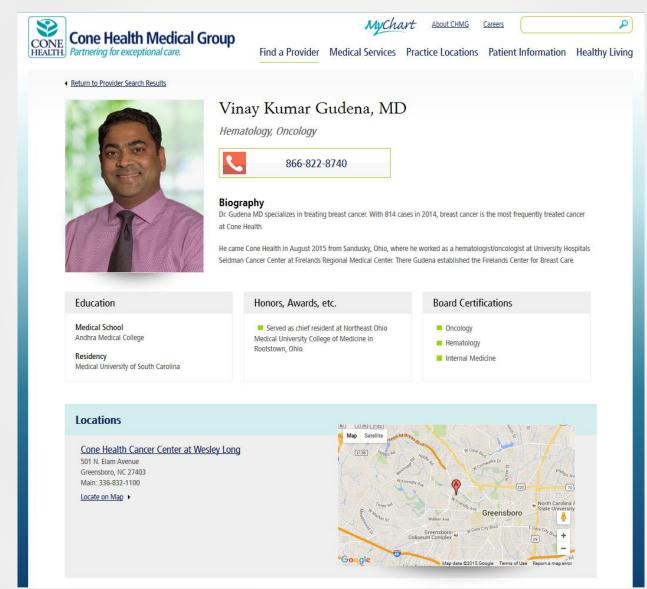


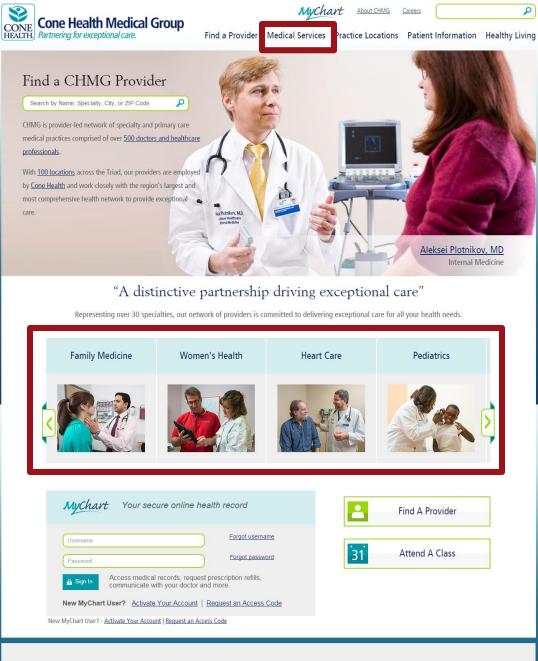
Discover

Structure

Design

Write





Highlight Services



Structure

Design

Write



MyChart

About CHMG Careers

Q

Patient Information Healthy Living Find a Provider Medical Services Practice Locations

Home > Medical Services > Heart Care

Medical Services

Allergy & Asthma

Behavioral Health

Cancer Care

Cardiac & Thoracic Surgery

Dermatology

Ear, Nose & Throat

Endocrinology

Family Medicine

Gastroenterology

Hospitalists

General Surgery

Heart Care

Heart Tests & Imaging

Heart Rhythm Services

Interventional Cardiology

Heart Care

For exceptional cardiovascular care in North Carolina's Piedmont Triad, choose Cone Health Medical Group. Take advantage of a wide range of advanced heart services, including prevention, education, diagnosis, treatment, hospital care and rehabilitation.



Extensive Network, Exceptional Cardiologists

network includes more than 30 of the foremost cardiologists and related practitioners in the region. Gain the benefits of working with the largest provider of cardiovascular care in the

Learn more about our cardiology practices:

- Cone Health Medical Group HeartCare The Triad's largest cardiovascular practice
- W. Spencer Tilley, MD A cardiologist with more than 25 years of experience who specializes in caring for older adults with complex cardiac issues
- Glen Raven Medical Care Center Dr. Javed Masoud is a cardiologist in Alamance County with over 43 years of experience.

Convenient Locations

Receive top-quality neart care close to nome. Whether you live in Greensboro, Kernersville, High Point, Madison, Eden, Reidsville, Burlington or anywhere in the surrounding area, you can join the more than 1,000 of your friends and neighbors who receive excellent inpatient and





Mihai Croitoru Cardiology



Kenneth Chandler Hilty Cardiology



David Wayne Harding Cardiology





W. Spencer Tilley Cardiology

View More

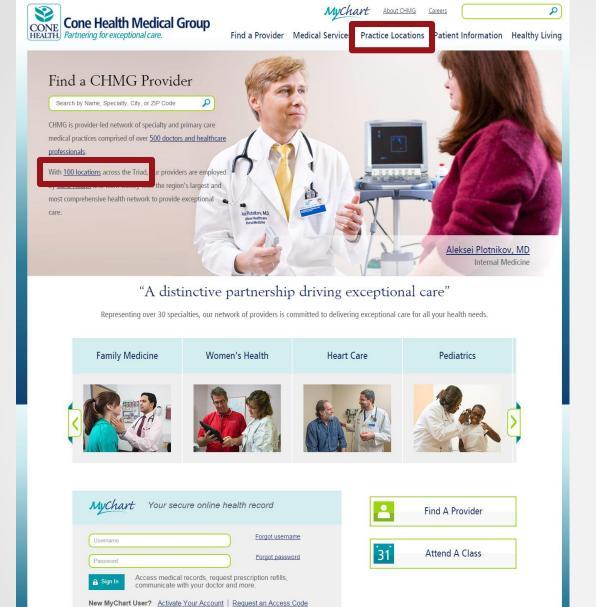
See Our Locations



Cone Health Medical Group HeartCare at **Northline Avenue**

336-273-7900

3200 Northline Avenue Suite 250 Greensboro, NC 27408-7619



Highlight Locations



New MyChart User? - Activate Your Account | Request an Access Code



View More

Obstetrics/Gynecology

Obstetrics/Gynecology Myra Dove, Obstetrics/Gynecology Natalie Frazier, Obstetrics/Gynecology Lisa Leftwich-Kirby, Obstetrics/Gynecology

Linda Barefoot,

Providers at this Location Ugonna Anyanwu,

Find a Provider Medical Services Practice Locations Patient Information Healthy Living

 $\underline{\mathsf{Home}} > \underline{\mathsf{Practice\ Locations}} > \mathsf{Practice\ Locations\ Profile}$

Practice Locations Locations Map

Return to Results

Center For Women's Healthcare at Kernersville



Expand Map

Center For Women's Healthcare at Kemersville 1635 NC 66 South Suite 245

Monday - Thursday, 8 a.m. - 5 p.m.; Friday, 8 a.m. - 12 p.m.

Hours of Operation

Main: 336-992-5120 Get Driving Directions

Find a Provider at this Location

Service Line

Kemersville, NC 27284

- · Obstetrics and Gynecology
- · Women's Health

With an all-female staff, the Center for Women's Healthcare features an exceptional balance of expertise and compassion for patients in different life stages. Supporting our physicians are highlyqualified Certified Nurse Midwives, whose services to patients extend beyond delivering babies. We can also help you coordinate yearly screenings for your convenience and as part of our dedicated focus on wellness.



- · Obstetrics.
- Gynecology.
- · Pap smears.
- · Ultrasound.

Kernersville features a headache specialist.



Linda Barefoot has worked with patients on managing migraines for more than 10 years.

Special fetal monitoring equipment is available at the Center for Women's Healthcare in Kernersville.

The Center for Women's Healthcare in Kernersville offers ladies the convenience of obstetric and gynecological care without the drive. Specialists and special equipment are available at the Kemersville office to support a variety of healthcare



Nonstress testing, or NST, equipment can monitor your baby's condition.

GEONETRIC®

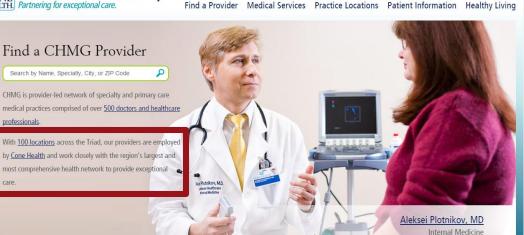


professionals.



About CHMG

Careers



"A distinctive partnership driving exceptional care"

Representing over 30 specialties, our network of providers is committed to delivering exceptional care for all your health needs.

Family Medicine	Women's Health	Heart Care	Pediatrics

MyChart Your secure online health	record		
Usemame	Forgot username		
Password	Forgot password		
Access medical records, request prescommunicate with your doctor and m			
New MyChart User? Activate Your Account Request an Access Code			
New MyChart User? - <u>Activate Your Account</u> <u>Request an Access Co</u>	ode .		

<u>.</u>	Find A Provider	
31	Attend A Class	

For Employees Privacy Practices



Highlight Network

Discover

Structure

Design

Write





About CHMG





Find a Provider Medical Services Practice Locations Patient Information Healthy Living

About Cone Health Medical Group

More than 500 physicians and providers.

Thirty medical specialties.

One hundred locations.

All with a single goal: To help you feel your best.

You're at the heart of a new concept of care at Cone Health Medical Group—one that's focused on helping you prevent illness and improve your overall health and well-being.

For Health Care Professionals

Find out why Cone Health Medical Group is such a great place to work. Explore our site to learn more about:

- · Careers at Cone Health
- Physician jobs at Cone Health
- · Our medical residency program

Following our patient-centered medical home model, you'll build a long-term relationship with your CHMG primary care physician as he or she coordinates your care and acts as your partner and advocate.

A Distinctive Partnership Driving Exceptional Care

ivia, a providente network, derivers specially and primary medical care to residents of worth caronina's Piedmont Triad. <u>Cone Heal</u>t

the area's largest and most comprehensive health network, employs our providers. We work collaboratively to ensure you get access to the right care, with the right provider, in the right place, at the right time.

Our medical group recognizes the distinctive character of each of our members. So while our physicians share common values and care standards, they enjoy the flexibility to operate their practices in the way that best serves their individual patients.

Convenient, Comprehensive & Coordinated Approach

access to same-da

appointments, urgent care services, extended primary care practice hours, and clinics located in underserved areas, you'll enjoy health care that's more convenient and more cost-effective.

<u>Cone HealthLink</u>, our electronic medical records system, allows all CHMG physicians to share information with each other, <u>Cone Health hospitals</u> and you. So you'll find seamless, high-quality care from CHMG and Cone Health wherever you go.

Caring for the Triad

me physicians and employees of Chinic are your friends and neighbors. We live, work and raise our families in this community. And we're invested in its health.

That's why we're committed to providing high-quality health care to everyone—from newborns to senior citizens, from sixth-generation North Carolinians to recent immigrants, from those with full health care coverage to those who are uninsured or underinsured.

Content Development

Laying the Groundwork: System-Wide Content

- Understanding of content goals
 - Communicating at the system level for all service lines while leaving room for highlighting individual practices
 - Prioritized having a wide range of services represented vs. a deep dive into any given service line

Laying the Groundwork: Internal Expectations

- Expectation set from senior leadership at CHMG
 - Leadership contacted key service line experts
 - Communicated importance of quick response
 - Explained project goals

Content Discovery

- Conducted a services gap analysis based on current website content
- Reached out to SMEs to gather additional and updated information by email or phone

Content Project Goals

- Highlight CHMG's distinctive partnership driving exceptional care
- Feature unique services, qualifications and programs on service line pages
- Make content scalable
- Create single pages for shared information





Welcome to Encompass Women's Care

From pregnancy to menopause, the caring and compassionate staff at Encompass Women's Care is here to provide professional, individualized OB/GYN care for each stage of a woman's life.

Encompass Women's Care now offers our patients secure, online access to important information in their electronic medical record with FollowMyHealth. Learn more about FollowMyHealth:



OUR PHYSICIANS

Meet our providers and how they can help you stay healthy. >



NEW PATIENT FORMS

Download forms before your appointment. >



Services Procedures Surgery FAQ Patient Resources Contact Us

The Lab

Solstas Laboratory, a division of Quest Diagnostics provides service to Greensboro Gynecology. The services provided to all patients includes phlebotomy and stat labs Most labs are performed in the Solstas local lab located in Greensboro, NC. Most results are reported out at approximately 24 hours. Solstas laboratory is COLA and CLIA certified.



PATIENT INFORMATION



Home

Our providers are dedicated to providing you with the highest quality gynecological care throughout every stage of a women's life. Our staff and board certified physicians are here to knowledgably answer your health related questions and concerns with compassion in a



1635 NC 66 South, Kernersville, NC 27284 Phone: 336 992 5100

MedCenter High Point Is only 10 minutes away.

Our Providers Community Directions Contact Us Search Services

MedCenter Kernersville > Services > Women's Healthcare

SERVICES

Urgent Care

- **Behavioral Health**
- Employee Health and Wellness
- Heart Care
- Cone Health Imaging . Lah
- Oculofacial Surgery
- Physical Therapy
- **Primary Care**
- Women's Healthcare

Women's Healthcare

Phone: 336 992 5120

Location: Suite 245 Providers: Kelly Leggett. MD: Myra Dove. MD: Ugonna Anyanwu, MD; Natalie Frazier, CNM; Virgir Smith, CNM; Walidah Muhammad, CNM; Marie

Williams, CNM: Dierdre Poe, CNM: Lisa Leftwich Kirby, CNM; Linda Barefoot, NP Hours: Monday - Thursday, 8 a.m. - 5 p.m.:

Friday, 8 a.m. - 12 p.m.

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Obstetrics.

- Gynecology.
- · Pap smears.
- Ultrasound.
- Kernersville features a headache specialist





Learn More

Visit our health library to learn more

about common women's health issues, including:

· "Breakthrough" bleeding

· Menopause and perimenopause

· Abnormal Pap smear

Contraception

Find a Provider Medical Services Practice Locations Patient Information Healthy Living

Home > Medical Services > Women's Health Women's Health

Stay healthy at every age with support from physicians, nurses, midwives and other care providers at Cone Health Medical Group. You'll enjoy coordinated, personalized care from a team that makes your well-being a top priority.

Women's Services from CHMG

As a woman, you have unique health concerns and experiences. At CHMG, you'll find both primary care providers and specialists who take time to get to know you and help you stay well through every stage of your life. Learn more about our experienced:

- · Internal medicine providers
- · Family medicine providers
- Gynecology providers
- · Pregnancy and birth care providers

The CHMG network also includes the Cone Health Women's Hospital, where you'll find a wide range of services for women, from mammography to family-centered maternity care.

Wherever you are, you can count on safe, consistent care because your CHMG providers have secure, immediate access to your medical records through Cone HealthLink. That means they'll always have a current, complete picture of your health.

Migraine & Headache Specialist

Get relief from hormone headaches, tension headaches, migraines, and other chronic, recurring headaches from Linda Barefoot, NP, who has helped women manage headaches for more than a decade.

You'll start with a physical exam and headache evaluation. After determining what type of headache you're experiencing, Linda will work with you to create an individualized care plan to manage your symptoms.

Your Partner for a Healthy Heart

Take steps to reduce your chances of developing heart disease—the leading cause of death for women in the United States—with CHMG cardiologist Paula Ross, MD. Dr. Ross specializes in helping women prevent or control heart disease. She'll work with you and your primary care provider to create an individualized plan to keep your heart as healthy as possible. Your plan may include:

- · Physical activity recommendations
- · Dietary recommendations
- · Weight loss or weight maintenance counseling
- · Smoking cessation assistance
- · Diabetes management
- Medication

Expert Help Managing Menopause

If you need help managing hot flashes, sleep disturbances, memory problems or other symptoms of menopause, turn to your CHMG primary care provider or gynecologist.

For specialized care, ask for a referral to one of our North American Menopause Society Certified Menopause Practitioners (NCMP). This designation recognizes physicians with expertise in keeping women healthy through perimenopause and beyond. Learn more about our

- · Juan H. Fernandez, MD
- · Deborah Schoenhoff, MD

Meet Our Providers John Vaughn Ferguson Obstetrics/Gynecology, Gynecology Only Deirdre Catherine Poe Obstetrics/Gynecology James Gordon Arnold Obstetrics/Gynecology Peggy Constant Obstetrics/Gynecology Mary 'Suzanne' Miller Gynecology Only

View More



System-Wide Approach

Communicates system brand values for women's health care including:

- Services
- Providers
- Locations



Find a Provider Medical Services Practice Locations Patient Information Healthy Living

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Won

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- · Gynecology providers

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Your Partner for a Healthy Heart

Expert Help Managing Menopause

- . Juan H. Fernandez, MD



System-Wide Approach

Calls attention to Cone Health Women's Hospital and Cone HealthLink, which communicates that CHMG is part of the Cone Health Network.

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- Juan H. Fernandez, MD
- Deborah Schoenhoff, MD

System-Wide Approach Highlights CHMG providers at different locations that provide specialty services

Designed for Growth

 Built page structure to allow website to evolve as more practices and services come into the network



/

<u> Home</u> > <u>Medical Services</u> > Heart Care

Allergy & Asthma Behavioral Health Cardiac & Thoracic Ear, Nose & Throat General Surgery Heart Rhythm Services

Heart Care

For exceptional ordiovascular care in North Carolina Piedmont Triad, choo Cone Health Medical Group. Take advantage of a wide range of advance heart services, including prevention, education, diagnosis, treatment, hospicare and rehabilitation.

Extensive Network, Exceptional Cardiol

Get the right care with the right provic network includes more than 30 of the region. Gain the benefits of working v.

Learn more about our cardiology practices:

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- Glen Raven Medical Care Center Dr. Javed Masoud is a cardiologist in Alamance County with over 43 years of experience.

Convenient Locations

Receive top-quality heart care close to home. Whether you live in Greensboro, Kernersville, High Point, Madison, Eden, Reidsville, Burlington or anywhere in the surrounding area, you can

Extensive Network, Exceptional Cardiologists

Get the right care with the right provider in the right place at the right time. The CHMG network includes more than 30 of the foremost cardiologists and related practitioners in the region. Gain the benefits of working with the largest provider of cardiovascular care in the area.

Learn more about our cardiology practices:

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- W. Spencer Tilley, MD A cardiologist with more than 25 years of experience who specializes in caring for older adults with complex cardiac issues
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See Our Locations



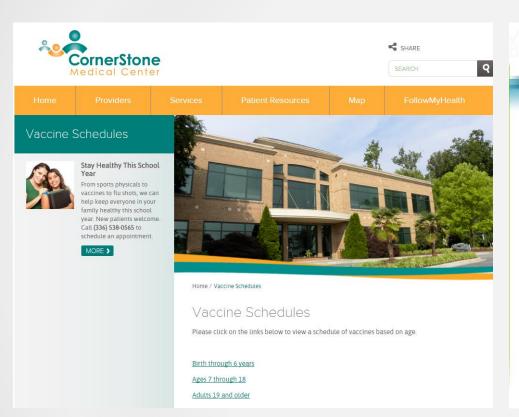
Cone Health Medical Group HeartCare at Northline Avenue

336-273-7900

3200 Northline Avenue Suite 250 Greensboro, NC 27408-76

Central Location for Patient Information

- Centrally located information
- Single source of information
- Benefit:
 - Easy maintenance: only one place to update
 - Consistent message across the network
 - Smooth user experience





ABOUT BFP | PATIENT SERVICES | PHYSICIANS AND STAFF | NEWS | FORMS & DOCUMENTS | SCHEDULES | PATIENT RESOURCES | CONTACT US

Health Insurance Marketplace



Find a Provider Medical Services Practice Locations Patient Information Healthy Living

Home > Healthy Living > Vaccine Information

Vaccine Information

One of the best ways to keep yourself or your child healthy is to prevent illness whenever possible. Vaccinations are one of the most effective ways to prevent the spread of many potentially harmful diseases.

How Do Vaccines Work?

Vaccines reduce your or your loved one's risk of infection by helping the body safely develop immunity to diseases without getting sick. Learn more about how vaccines work in the Centers for Disease Control and Prevention's Parents Guide to Childhood Immunizations [PDF].

Visit our health library to learn more about the benefits of immunization.

Prevent Influenza with a Flu Shot

Protect your and your family's health during flu season with a yearly flu vaccine. The vaccine protects against the three or four influenza viruses that are expected to be most common this year. Depending on your age and medical condition, you may be able to choose from a flu shot or a nasal spray vaccine. Ask your primary care provider about the best option for you.

Visit our health library to learn more about your choices for the flu vaccine.

Immunization Schedules for Children

When your children receive vaccines at the recommended times, they safely gain protection against potentially life-threatening diseases early in life. See the recommended immunization schedule for children ages:

- · Birth through six years old
- Seven through 18 years old

Nearly all children can be safely vaccinated. If your child has a weakened immune system or you are concerned that your child may be allergic to something in the vaccine, talk to your child's primary care provider.

If your child has fallen behind on recommended immunizations, talk to your child's primary care provider about a catch-up schedule to get your child's vaccinations up-to-date.

Immunization Schedules for Adults

Adults benefit from vaccines, too. You may need a vaccine as an adult if you:

- · Weren't fully vaccinated as a child
- . Are no longer protected by the vaccine you received as a child—for example, tetanus shots are recommended every 10 years
- · Haven't received newer vaccines, such as the HPV vaccine
- · Need a vaccine that's recommended only for adults—for example, vaccines that protect against shingles or pneumonia
- · Are travelling to another country where you may be exposed to diseases like yellow fever or typhoid
- · Work in certain industries, such as health care
- · Have certain health conditions, such as heart disease or diabetes, or are pregnant

See the recommended immunizations for adults by age and by health condition.

Complete Vaccine Information

Find current Vaccine Information Statements (VIS) from the Centers for Disease Control and Prevention in our health library. Each VIS explains the benefits and risks of a vaccine, what to do if you or your child experiences a reaction to the vaccine, and more.



Explore common medical conditions, symptoms and treatments in the health library at Cone Health.



Find a Provider Medical Services Practice Locations Patient Information Healthy Living

Home > Medical Services > Family Medicine

Family Medicine

You count on your family doctor for everything from preventive health care to relief from the latest stomach bug. At Cone Health Medical Group, you and your family benefit from experienced physicians who are dedicated to providing comprehensive care that keeps you feeling your best every day.

Coordinated, Patient-Centered Care

Your CHMG family doctor gets to know you—your preferences, your family, your beliefs and your cultural values. That way, you can work together to choose care that fits your medical needs and your lifestyle.

Following the medical home model, your CHMG family practitioner serves as your "home base" for care. You can count on safe, consistent care because your physician will stay in touch with your specialists. With Cone HealthLink, your family doctor and other CHMG specialists have secure, immediate access to your medical record so they'll always have a current, complete picture of your health.



Family Medicine Services

Think of your CHMG family doctor as your go-to source for prevention, early detection, and treatment or management of physical and behavioral health issues. See your provider for:

- Regular checkups and screenings
- · Immunizations, including flu vaccines
- School, sport, camp and employment physicals
- · Healthy lifestyle counseling
- · Diagnosis and treatment of illnesses and injuries



Search Cone Health Medical Group's network of experienced family medicine providers.

Primary Care at CHMG

Your primary care provider is your main health care provider. You'll build a trusting, long-term relationship with your PCP as you visit him or her regularly for preventative care, general health concerns and referrals to specialists. At Cone Health Medical Group, you can choose from several types of PCPs:

- · Family practitioner Cares for children and adults of all ages
- Gynecologist or obstetricians/gynecologist- Specializes in women's reproductive health and may serve as a PCP for women, especially those of childbearing age
- Internist Cares for adults of all ages
- · Pediatrician Cares from children from birth through age 21
- · Nurse practitioner (NP), physician assistant (PA) and certified nurse midwife (CNM) - Provide care under the supervision of a doctor



Outcomes of the Project

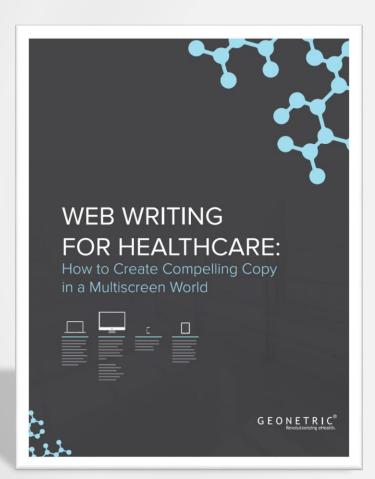
- Bold new site with brand new content
- Created a strong, branded connection among all member practices
- Improved online user experience
- Internal alignment on how providers talk about themselves as a part of the network
- Agreement on the public voice of the organization

Key Takeaways

- Get internal buy-in from leadership
- Prioritize website project
- Set goals at beginning of the project
- Incorporate continual discovery into your process
- Look for ways to use content project to achieve other internal goals
- Consider a phased approach

Questions?

Takeaway: Web Writing for Healthcare eBook



Fill out the survey at the end of today's webinar for this free eBook!

A comprehensive guide for healthcare content development and content marketing strategy

Packed with examples of great healthcare writing in practice, including the case study we will be covering today.

Thank You