

# Review Made Simple for 99designs



**Prepared For**

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99designs

**Created By**

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## Proposal Letter

Dear ,

Over the last few years, online reviews have been popping up everywhere. This proposal outlines the three main things that we are going to do to help you take control of your online reviews.

You can browse this proposal by clicking on the sections on the right-hand side of the page. 

To get started you can click the green 'Accept proposal' button on the right-hand side of the page, or you can call me at 858-207-6167.

Sincerely,

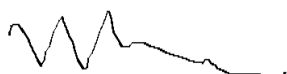
David Engel

## Your Quote

Subscriptions			
Name/Description	Price	Qty	Subtotal
Review Report Card Professional	\$49.95 / Month	1	<b>\$49.95 / Month</b>
Billed monthly. No minimum contract.			
Subtotal:			<b>\$49.95 / Month</b>

**Total cost: \$49.95 / Month**

Signed by:



08/01/2013

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No  
99designs

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Date

## Overview

### Online Reviews: Influence is Growing

Review Report Card is designed to help health care providers take control of their online reviews.

Online reviews have become a ubiquitous part of today's technology. Your reviews can appear on any device when someone searches for your phone number or for directions to your office. It's important that online reviews portray you in the best light possible.

Review Report Card Professional does three things to help you take control of your reviews:

1. **Monitors Reviews.** Scans 60+ websites for your reviews every day so you can stay informed about what patients are saying about you online.
2. **Generates Reviews.** Comes with an Easy Review Link that routes your patients to leave reviews on the websites where you need them the most.
3. **Resolves Reviews.** Includes 40 credits per month with the Review Concierge, your own personal "geek squad" for removing and responding to reviews.

Our reports and tools are intentionally designed to be simple so you can focus your time on what matters — improving your business. There is no software to learn or passwords to memorize. Everything is delivered via email, and your personal Review Concierge is only a phone call away.

Accept this proposal to join the 220,000+ health care providers who use Review Report Card, and start to take back control of your online reputation today!

### Plan Comparison

	Basic Plan	Professional Plan
Monitor Reviews Review Report Card New Review Alerts Directory Accuracy Dispute Forms Review Templates		
Generate Reviews		
Resolve Reviews		

Review Report Card Basic comes with the core review monitoring service. The Professional Plan includes access to the Review Concierge with 40 monthly credits and an Easy Review Link (DrStars.com) to help you get more online reviews.

## Monitor Reviews

### Monitor 60+ Websites for Health Care Reviews

Different reviews can show up depending on how a patient Googles your practice. The query 'Dr Good 858' is likely to return different reviews than 'Dr Grant Good Md.'

Review Report Card helps you keep track of your reviews on 60+ websites in a single glance. We do over 1,000 unique searches for you online and alert you every day new reviews are discovered. In addition to monitoring your reviews, you will be notified if your address is correct on each of the 60+ sites.

Underneath each grade, is a blue link that will take you to a Dispute Form and a Patient Review Template. Dispute Forms contain sample language you can send to a website to request that they remove a review. Each website's contact information is easily accessible via these Dispute Forms. A Patient Review Template is a letter you can email to your patients to encourage them to leave reviews for you online.

### Group Report Card

If you have multiple doctors and facilities, you can see their report cards in a single view.

Simply click on a name of a doctor in your group to see his or her individual report card.

You can order a report card for each of your health care professionals and branches. For example, if you have 10 doctors and a branch on Main St and a branch on K St, you should order a total of 12 report cards.

It is appropriate to order a report card for a branch of your business if the branch is listed without any doctor's name attached to it, for example ABC Medical Clinic - 3313 Main St. - 858.555.1212. We recommend ordering a separate report card for each of your branches to avoid confusing reviews meant for the general business with reviews for an individual doctor.

## Generate Reviews

### How to Increase Your Reviews

Online reviews are the 2013 version of patient satisfaction surveys. People are quite accustomed to filling out patient satisfaction surveys. Easy Review Link makes writing online reviews as easy as filling out a survey in your office.

Easy Review Link routes patients to leave feedback (a.k.a. reviews) on the websites where you need better grades. Patients can write reviews on their mobile phones or tablets while they are sitting in your office. Or they can go home and use their personal computers.

Simply print this sentence on your appointment reminder cards to begin using this feature: **To leave feedback for us online please visit [www.drstars.com/OurOffice](http://www.drstars.com/OurOffice).**

### Review MiniCards

Review MiniCards are half-size business cards that you can hand patients to encourage them to write feedback online.

When you have strong rapport with a patient, give him or her a Review MiniCard and say, "If you want, you can share your feedback online about this visit."

You can purchase 100 Review MiniCards from us for \$29. To order, please email or call your Review Concierge.

## **Easy Access to Your Reviews**

Review Report Card can be delivered via email, fax and a web app for desktop, iPhone or iPad. Your Review Concierge can help you setup whichever delivery option is most convenient for you and your team.

## Resolve Reviews

### Review Concierge

You will have access to a Review Concierge team that can help you respond to and request removal of online reviews.

Each Review Concierge has a direct phone number and email so you can work with the same person again if you'd like.



Review Report Card Professional Plan customers receive 40 of free credits each month to use toward Review Concierge.

If you need more than 40 credits per month, you can purchase VIP Concierge Credits. It costs \$100 for a block of 100 credits. VIP Concierge Credits never expire.\*

### Concierge Credits

Below is a chart of the three main services that Review Concierge performs and the cost for each.

Service	Concierge Credits
Removal Request	10 per review
Public Response	10 per review
Address Update	20 per profile

\* Review Concierge is only available to subscribers of Review Report Card Professional. All unused concierge credits expire upon cancellation of a Review Report Card subscription.