# Healthcare Marketing Fundamentals

10 – 14 May 2027
Paris (France)

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## Introduction

Healthcare organizations today are operating in an increasingly competitive environment, alongside rising patient expectations and rapid digital transformation. Marketing in healthcare is no longer optional. It has become a critical function for building trust, improving patient engagement, and supporting sustainable organizational growth.

The Healthcare Marketing Fundamentals Course is specifically designed for professionals with limited or early-stage experience in marketing who work within healthcare environments. The course provides a clear, practical, and structured introduction to marketing concepts tailored to clinics, hospitals, and healthcare services.

Whether you work in a private clinic, hospital administration, medical services, or healthcare support functions, this course equips you with essential skills to communicate value ethically, attract patients responsibly, and strengthen your organization's market presence.

## Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamentals of marketing within the healthcare sector.
- Recognize how healthcare marketing differs from traditional commercial marketing.
- Build essential marketing knowledge suitable for professionals with limited experience.
- Apply ethical, patient-centered marketing practices.
- Develop simple and effective marketing plans for healthcare services.
- Improve patient communication, engagement, and trust.
- Use digital and traditional marketing tools appropriately in healthcare settings.
- Contribute effectively to healthcare marketing activities.

# Course Outlines

## Day 1: Introduction to Healthcare Marketing

- Overview of marketing concepts in healthcare.
- The role of marketing in private clinics and healthcare organizations.
- Key differences between healthcare marketing and general marketing.
- Understanding patients as customers while maintaining ethical standards.
- Core healthcare marketing terminology and principles.
- Case discussion: Marketing challenges in private clinics.

## Day 2: Patient-Centered Marketing and Communication

- Understanding patient needs, expectations, and behavior.
- Building trust and credibility in healthcare communication.
- Branding fundamentals for healthcare providers.
- Communicating medical services clearly and responsibly.
- Managing patient experience as a marketing asset.
- Practical exercise: Mapping the patient journey.

## Day 3: Digital Marketing Basics for Healthcare

- Introduction to digital marketing in healthcare.
- Website fundamentals for clinics and medical services.
- Social media use in healthcare: opportunities and limitations.
- Content basics for health education and engagement.
- Managing online reputation and patient reviews.
- Exercise: Identifying suitable digital channels for a clinic.

## Day 4: Marketing Planning and Compliance in Healthcare

- Developing a simple healthcare marketing plan.
- Budgeting basics for healthcare marketing activities.
- Legal, ethical, and regulatory considerations in healthcare marketing.
- Data privacy and patient confidentiality in marketing activities.
- Measuring basic marketing performance and outcomes.
- Workshop: Drafting a basic marketing plan for a healthcare service.

### Day 5: Practical Application and Review

- Review of key healthcare marketing concepts.
- Common mistakes in healthcare marketing and how to avoid them.
- Applying marketing strategies in small or resource-limited settings.
- Final knowledge review and practical discussion.
- Individual presentation: A simple marketing approach for a clinic.
- Course wrap-up and professional development guidance.

## Why Attend This Course: Wins & Losses!

- Ideal for beginners and professionals with limited marketing experience.
- Clear and practical introduction to healthcare marketing fundamentals.
- Strong focus on ethical, patient-centered marketing practices.
- Improved confidence in planning and communicating healthcare services.
- Practical tools that can be applied immediately in clinics and hospitals.
- Solid foundation for future professional growth in healthcare marketing.

## Conclusion

The Healthcare Marketing Fundamentals Course delivers a structured and accessible learning experience for professionals entering the field of healthcare marketing. With a strong emphasis on ethics, patient engagement, and practical application, the course enables participants to support marketing activities confidently and responsibly.

**Participants complete the course with a solid foundation that can be applied immediately within clinics, hospitals, and healthcare organizations, contributing to stronger communication, improved patient relationships, and sustainable market presence.**