



## **New Reviews and Review Replies Functionality Returning to Google My Business Listings**

For those of you keeping track, you may have noticed that your practice Google My Business listing reviews have been in their own sort of quarantine since the Covid-19 outbreak.

Evidently Google has been impacted like the rest of the world by Covid-19, so they'd reduced the functionality of Google listings to exclude new reviews; however, they've announced that "[new user reviews, new user photos, new short names and Q & A will gradually return by country and business category.](#)"

### Additional Updates on Google My Business Listings

- If you have marked your practice location "temporarily closed" on your Google My Business listing, remember to update your listing on the day you've reopened so that patients see accurate information in search and on maps about your practice.
- If you have been trying to share posts on your Google My Business listing during the past few weeks, they may have been rejected but now this functionality has been restored. Google shares "business posts were temporarily disabled for some businesses and have since resumed. We're working to reprocess previously rejected posts - please check within a few days to see whether your post is live or create a new one. In addition, if you are creating a post about business updates related to COVID-19, you can now create a "[COVID-19 update](#)", which will be featured more prominently within your Business Profile."

If you are unsure about the status of your practice Google My Business listing or what I am referring to, consider booking some time with me. I'd be delighted to show you your practice Google My Business listing, provide step-by-step instruction on how you claim and verify your listing, how Google reviews work and why this is such an important component in your practice marketing plan.

Please reach out to me at [mlangston@idoc.net](mailto:mlangston@idoc.net) to set up your consultation.

