

CLIENT SATISFACTION SURVEY

In a continuing effort to improve the quality of care that we provide, we are asking a number of our clients to respond to the enclosed questionnaire. By taking a few minutes to fill out this form and return it to us in the enclosed envelope, you can help us determine how best to serve your veterinary care needs.

Please circle one letter for each question.

	Always	Usually	Sometimes	Seldom	Almost Never	Never
1. When Calling for an Appointment:						
Is the reception staff polite and helpful?	A	B	C	D	E	F
Do you encounter a busy signal?	A	B	C	D	E	F
Are you put on hold?	A	B	C	D	E	F
Are you able to get an appointment as promptly as you would like?	A	B	C	D	E	F
Are your questions answered to your satisfaction?	A	B	C	D	E	F
If you leave a message, does someone return your call within the same day?	A	B	C	D	E	F
2. When You Arrive for Your Appointment:						
Is the parking lot clean?	A	B	C	D	E	F
Is the parking adequate?	A	B	C	D	E	F
Are you greeted warmly by our receptionist?	A	B	C	D	E	F
Is your appointment acknowledged?	A	B	C	D	E	F
Is there adequate seating in the waiting room?	A	B	C	D	E	F
Is the waiting room clean and neat?	A	B	C	D	E	F
Do you have to wait longer than 15 minutes to see the veterinarian?	A	B	C	D	E	F
3. When You See the Veterinarian:						
Do the veterinary technician and other staff treat you courteously?	A	B	C	D	E	F
Is the veterinarian courteous and helpful?	A	B	C	D	E	F
Is the veterinarian professional in manner and appearance?	A	B	C	D	E	F
Do the veterinarian and staff seem interested in your pet?	A	B	C	D	E	F
Does the veterinarian take time to answer your questions?	A	B	C	D	E	F
Did the veterinarian fully explain your pet's condition and the prognosis for your pet's illness or accident?	A	B	C	D	E	F
Were you satisfied with the treatment received?	A	B	C	D	E	F
4. Our Staff:						
Are they neat in appearances?	A	B	C	D	E	F
Do they have a thorough knowledge of our products and procedures?	A	B	C	D	E	F
Are they able to answer your questions to your satisfaction?	A	B	C	D	E	F
Are they professional in manner and appearance?	A	B	C	D	E	F
5. After-Visit Care:						
When you drop off or pick up your pets, are our handlers courteous and helpful?	A	B	C	D	E	F
Do you feel our staff (technicians, etc.) are adequately trained to handle your pets?	A	B	C	D	E	F

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|---|---|---|---|---|---|---|
| Upon release of your pet, are you given instructions on handling, feeding, and further treatment? | A | B | C | D | E | F |
|---|---|---|---|---|---|---|
- 6: Fees:
- | | | | | | | |
|---|---|---|---|---|---|---|
| Are your fees adequately explained to you when you make your appointment? | A | B | C | D | E | F |
| Are you given an estimate of the fees involved? | A | B | C | D | E | F |
| Upon release of your pet, are the fees explained to you? | A | B | C | D | E | F |
| Did you understand the fees? | A | B | C | D | E | F |
| Did you feel the fees were reasonable? | A | B | C | D | E | F |
| Do you feel your pet is getting quality veterinary care? | A | B | C | D | E | F |
7. About Our Newsletter:
- | | | | | | | |
|--|---|---|---|---|---|---|
| Is it interesting? | A | B | C | D | E | F |
| Do you enjoy reading it? | A | B | C | D | E | F |
| Does it contain useful information? | A | B | C | D | E | F |
| Is there enough variety in topics? | A | B | C | D | E | F |
| Is it written in easily understood language? | A | B | C | D | E | F |
- Topics or suggestions for improvement on the newsletter:
8. How did you first come to our hospital? (Circle the letter that applies.)
- A friend's referral
 - Yellow Page ad
 - Neighborhood location/sign
 - Website
 - Other (please specify):
- 9a. Have you recommended us to others? Yes No
- 9b. If no, why not?
10. Do you have any suggestions that could improve our service to you?

Thank you for taking the time to complete this questionnaire. Your help and comments are greatly appreciated.