



How were you referred to our office?

- Friend
- Drove by
- Yellow Pages
- Website
- Facebook
- Other (please specify) _____

Our waiting room was:

- Comfortable
- Neat and clean
- Uncomfortable
- Disorderly
- Child-friendly

Our office hours are:

- Convenient
- Restrictive
- Other (please specify)

Our receptionist(s):

- Were warm and cheerful
- Were cold or unfriendly
- Gave their undivided attention
- Were hospitable

Your veterinarian was:

- Professional in manner and appearance
- Inferior in manner and appearance
- Good at comforting me and my pet
- Able to make me feel like a friend
- Insensitive in his/her use of people skills

When you called our practice:

- My call was answered promptly
- There was a long wait for someone to answer
- I had trouble getting through
- I was placed on hold for too long
- I did not phone

Your phone conversation was:

- Courteous
- Hurried
- Impolite
- Informative
- Preoccupied
- I did not phone

Your technician, _____,

- Greeted me warmly
- Was gentle with my pet
- Seemed proficient
- Was a poor communicator

Your veterinarian, _____,

- Introduced himself with a warm greeting
- Listened well to my pets symptoms
- Seemed to be in a hurry
- Described the diagnosis and treatment well
- Left me confused about how to treat my pet



Was your waiting time reasonable?

_Yes _No

Do you feel the fees were reasonable?

_Yes _No

If you checked “no” to any of the above questions, please discuss below:

Why did you choose this hospital?

Have you recommended us to others?

_Yes _No

If yes, why? If not, why not?

What suggestions would you have for improving the hospital, staff, or our procedures?

Thank You