Client Questionnaire

At [Practice Name], we care about pets and their people. We wish to provide you with excellent quality veterinary service in a modern, clean, and caring environment. You can help us in providing for you and your pet’s needs by sharing your comments with us about your expectations regarding veterinary care. By completing this questionnaire, you can take part in our staff meetings and be assured that your comments will be discussed and acted upon. Thank you very much for your time and your thoughts.

 Sincerely,

 [Practice Name]

Please check all that apply

How Were You Referred To Our Office?

1. Friend / Neighbor
2. Drove by
3. FB/Twitter
4. Internet / Website
5. Other (Please specify)

Our Parking Lot/Grounds:

1. Adequate parking
2. Inadequate parking
3. Clean
4. Littered or unkempt

Our Reception Area Was:

1. Comfortable
2. Neat and clean
3. Uncomfortable
4. Disorderly
5. Odor-free
6. Needed odor control
7. Child-friendly

Our Office Hours Are:

1. Convenient
2. Restrictive
3. Should be open earlier/later
* I would like different hours (please specify)

Our Receptionist(s):

When You Arrived:

* Stood and greeted you right away
* Were distracted for a period of time
* Were warm and cheerful
* Were cold or unfriendly
* Gave their undivided attention
* Seemed indifferent

When Checking Out:

* Explained and itemized the bill
* Explained the bill after I asked
* Only gave me the total

When You Called:

* Your call was answered promptly
* There was a long wait for someone to answer
* You had trouble getting through
* You were placed on hold too long

Your Phone Conversation Was:

* Courteous/Friendly
* Impolite/Hurried
* Informative
* Not helpful
* I did not phone

Our Technician:

* Greeted you warmly
* Was knowledgeable
* Was gentle with your pet
* Was a poor communicator
* Needs more training

The Veterinarian:

* Washed his/her hands before examining my pet
* Introduced him/herself with a warm greeting
* Listened well to my pet’s present symptoms
* Did not seem interested in what I had to say
* Seemed to be in a hurry
* Described the diagnosis and treatment well
* Left me confused about how to treat my pet

The Veterinarian Was:

* Professional in manner and appearance
* Acceptable in manner and appearance
* Unacceptable 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

Was your wait time reasonable?

* Yes ❑ No

Did you understand our fees?

* Yes ❑ No

Do you feel the fees were reasonable?

* Yes ❑ No

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

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Why did you choose this hospital?

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Are you happy enough with our practice to recommend us to others?

* Yes ❑ No

If so, why? If not, why not?

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If you were our practice manager or owner, what suggestions would you have for improving the office, healthcare team or procedures? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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