

Client Questionnaire

At *West Branch Veterinary Services*, 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,
West Branch Veterinary Services

How Were You Referred To Our Office?

- Friend
- Neighbor
- Drove by
- Yellow Pages
- Other (Please specify) _____

Our Parking Lot/Grounds:

- Adequate parking
- Inadequate parking
- Clean
- Littered or unkempt

Our Waiting Room Was:

- Comfortable
- Neat and clean
- Uncomfortable
- Disorderly
- Odor-free
- Needed odor control
- Child-friendly

Our Office Hours Are:

- Convenient
- Restrictive
- Should be open more
- I would use later hours (*please specify*) _____

Our Receptionist(s):

- Stood and greeted you
- Were warm and cheerful
- Were cold or unfriendly
- Gave their undivided attention
- Seemed indifferent
- Were hospitable

When You Telephoned:

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

Our Technician:

- Greeted you warmly
- Was gentle with your pet
- Seemed proficient
- Was knowledgeable
- Was a poor communicator

(See other side)

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 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
- 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

Was your waiting 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:

Why did you choose this hospital?

Have you recommended us to others?

- Yes
- No

If so, why? (If not, why not?)

If you were our practice manager, what suggestions would you have for improving the office, staff or procedures?

Thank you for taking the time to complete this questionnaire!