

We take pride in our hospital, and in the quality of veterinary medicine offered to you. We value your opinion on how we are doing, and how we can improve our hospital and services.

Was the reception staff:

Prompt in greeting you? Yes No Courteous and helpful? Yes No
 Pleasant on the phone? Yes No Neat in appearance? Yes No

Comments on reception staff:

Was the hospital:

Clean & neat in appearance? Yes No Fresh smelling? Yes No
 Waiting time acceptable? Yes No Exam room clean? Yes No

Comments on the hospital:

Did the attending veterinarian:

Act in a professional manner? Yes No Appear friendly & courteous? Yes No
 Explain problems, treatments & plans in a sufficient manner? Yes No
 Provide information when more technical information was needed? Yes No

Comments on the veterinarian-

Did the technicians:

Appear friendly & courteous? Yes No Appear/act in a professional manner? Yes No
 Seem knowledgeable? Yes No Show interest in your pet or pet's problem? Yes No

Comments on the technicians-

How would you rate your overall visit?

Excellent Good Average Adequate Poor

Thank you for taking the time to answer our questions. It will help to recognize & reward dedicated staff members and by creating an awareness of our strengths & weaknesses, allow us to improve our services.