

Animal Medical Service Client Questionnaire

We, at Animal Medical Service, care about people and their pets. We wish to provide you with quality veterinary service in a professional, clean, and caring environment. You can help us by providing comments about your expectations regarding veterinary care. By taking part in this questionnaire you can take part in our staff meetings and be assured that your comments will be discussed and acted upon. Please take a moment to fill out this questionnaire and return it in the enclosed self-addressed, stamped envelope.

Sincerely,
The Medical Care Team of Animal Medical Service

1. How did you hear about our hospital?

Yellow Pages Drive by Referral Other _____

2. Our office hours are Monday, Tuesday, Wednesday, and Thursday 8:00 a.m. until 8:00 p.m., on Friday and Saturday we are open from 8:00 a.m. until 5:00 p.m. Please call to schedule an appointment.

Were you able to get the appointment time that you wanted? Yes No

3. Please grade our hospital on the following: (Circle one)

Cleanliness
Poor 1 2 3 4 5 Excellent

Comfort
Poor 1 2 3 4 5 Excellent

4. Receptionists:

Professionalism
Poor 1 2 3 4 5 Excellent

Courteous
Poor 1 2 3 4 5 Excellent

Knowledgeable
Poor 1 2 3 4 5 Excellent

5. Veterinary Nurse:

Professionalism
Poor 1 2 3 4 5 Excellent

Courteous
Poor 1 2 3 4 5 Excellent

Knowledgeable
Poor 1 2 3 4 5 Excellent

6. Veterinarian:

Professionalism
Poor 1 2 3 4 5 Excellent

Courteous
Poor 1 2 3 4 5 Excellent

Knowledgeable
Poor 1 2 3 4 5 Excellent

7. Date of visit: _____ Was your waiting time in excess of 20 minutes? 40 minutes?

8. My veterinarian was:

Dr. Robert Gordon Dr. Vicki Salton Dr. Keely Smith Dr. Scott Lamb Other

9. I would rate my overall experience as: poor 1 2 3 4 5 Excellent

10. Additional Comments:
