

Thank you for placing your pet's health concerns in our hands. We value your trust and our 2 main goals are to provide the best care possible for your pet and to make your visit an enjoyable one with friendly service. However, we need your help to make sure that we are meeting or exceeding your needs and expectations. Please take a few minutes to complete our survey so that we may constantly improve our services for you and your pets.

### Your information

Date \_\_\_\_\_  
First & Last Name (optional) \_\_\_\_\_  
One of your pets names (optional) \_\_\_\_\_  
Telephone # (optional) \_\_\_\_\_  
May we call you back with any of your concerns?  Yes  No

### The Reception Area...

Comfortable  Yes  No  
Neat and Clean  Yes  No  
Odor-free  Yes  No

### When I telephoned...

My call was answered promptly  Yes  No  
It was easy to make an appointment  Yes  No  
I received a convenient appointment  Yes  No  
The Receptionist answered all my questions  Yes  No  
The Receptionist was polite  Yes  No

### When I visited the Practice, the Receptionist...

Smiled and greeted me  Yes  No  
Was polite and friendly  Yes  No  
Verified my name, my pets name and why I was here  Yes  No  
Informed me if the Doctor was way behind schedule  Yes  No  
Went over the invoice with me and gave me a receipt  Yes  No  
Offered to help me carry food or help with my pet out to my car  Yes  No

On a scale of 1-5 with 1 being poor, 3 being avg. and 5 being excellent, how would you rate our receptionists?  
 If you answered 3 or less, please let us know what wrong \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

More question on back of card

### The Exam Room Assistant

Smiled and greeted me  Yes  No  
Was polite and friendly  Yes  No  
Verified the services I came in for  Yes  No  
Answered any questions I had  Yes  No

On a scale of 1-5 with 1 being poor, 3 being avg. and 5 being excellent, how would you rate your experience with the Exam Room Assistant?

If you answered 3 or less, please let us know what went wrong \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### The Doctor

Who did you see? **Dr Williams**  **Dr. Davis**  **Dr. Hart**   
Smiled and greeted me  Yes  No  
Was polite and friendly  Yes  No  
Completed the services I came in for  Yes  No  
Has a good bedside manner  Yes  No  
Explained the examination clearly  Yes  No  
Discussed any problem areas in detail  Yes  No  
Answered any questions I had  Yes  No

On a scale of 1-5 with 1 being poor, 3 being avg. and 5 being excellent, how would you rate your experience with the Doctor?

If you answered 3 or less, please let us know what wrong \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Your Time

Time I waited before I was placed in an exam room

Time I waited until I first saw a doctor

Length of visit in the Exam room

Would you recommend our hospital to others?  Yes  No  
Were you satisfied with the value of services received during your visit?  Yes  No

On a scale of 1-5 with 1 being poor, 3 being avg. and 5 being excellent, what is your overall opinion of Hidden Hills Animal Hospital

Other comments and is there anything that we can do to improve your next visit? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time and interest in helping us improve our veterinary hospital!!!! ☺