

Customer Satisfaction Survey

We take your comments very seriously. Please take a few moments to fill out our questionnaire. Thank you.

Name:

Pet:

Doctor(s) seen:

Visit Date:

1. Which department did you visit?

- Surgery
- Oncology
- Neurology
- Cardiology
- Acupuncture/Chiropractic

2. Who greeted you when you arrived?

- Receptionist
- Technician
- Veterinarian
- Staff member, not sure of role

3. Which of the following best describes the staff member who greeted you? (Check all that apply)

- Helpful
- Indifferent
- Rude
- Warm
- Caring
- Professional
- Not Professional

4. How would you rate the quality of care your pet received from the technician?

- Excellent
- Good
- Fair
- Poor

5. How would you rate the quality of care your pet received from the veterinarian?

- Excellent
- Good
- Fair
- Poor

6. Which of the following best describes the technician? (Check all that apply)

- Helpful
- Indifferent
- Rude
- Warm
- Caring
- Professional
- Not Professional

7. How long did you wait before you were seen by a veterinarian?

- I was seen very quickly
- I waited a reasonable amount of time
- I waited too long

8. How would you rate the quality of care your pet received at our facility?

- Excellent
- Good
- Fair
- Poor

9a. Were you given instructions for further care of your pet's problem? (if no, skip to 10)

- Yes
- no

9b. If yes, were the instructions explained to you clearly?

- Yes
- No

- 10. How would you rate the appearance of the facility?**
- Excellent
 - Good
 - Fair
 - Poor
- 11. How would you rate the appearance of the staff?**
- Excellent
 - Good
 - Fair
 - Poor
- 12. How would you compare our facility with other veterinary practices you have visited?**
- Better than most
 - About the same as most
 - Not as good as most
 - Have not been to any others
- 13. If your pet should require specialty medical care in the future, would you return to Capital Area Veterinary Specialists?**
- Yes
 - No
- 14. Would you recommend Capital Area Veterinary Specialists to friends or relatives whose pets require specialty medical care?**
- Yes
 - No

15. Do you feel the referral made by your primary care veterinarian was made in a timely fashion?

- Yes
- No, I feel I was referred too soon
- No, I feel I could have been referred sooner.

16. What is the best way of informing you about veterinary specialty services?

- Through my primary care veterinarian
- Newspaper/magazine article or ads
- Television ads
- Direct mailing
- Internet/e-mail
- Radio
- Other

**Additional
Comments**
