

New client questionnaire

Welcome to our hospital! We wish to provide you with excellent-quality veterinary service in a modern, clean, and caring environment. You can help us provide for your needs and those of your pet by sharing your comments 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 thoughts.



How were you referred to our office?

- ☐ Friend
- ☐ Drove by
- ☐ Yellow Pages
- ☐ Website
- ☐ Facebook
- ☐ Other (please specify)

Our parking lot featured:

- ☐ Adequate parking
- ☐ Inadequate parking

Our grounds were:

- ☐ 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
- ☐ Other (please specify)

Our receptionist(s):

- ☐ Were warm and cheerful
- ☐ Were cold or unfriendly
- ☐ Gave their undivided attention
- ☐ Seemed indifferent
- ☐ Were hospitable

When you called our practice:

- ☐ My call was answered promptly
- ☐ There was a long wait for someone to answer
- ☐ I had trouble getting through
- ☐ I was placed on hold too long
- ☐ I did not phone

Your phone conversation was:

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

Your technician, _____, today:

- ☐ Greeted me warmly
- ☐ Was gentle with my pet
- ☐ Seemed proficient
- ☐ Was a poor communicator

Your veterinarian, _____, today:

- ☐ 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

Your 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

Do you feel the fees were reasonable?

☐ Yes ☐ No

Did you understand our fees?

☐ Yes ☐ No

Do you feel the fees were fair?

☐ 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 yes, why? If not, why not?

What suggestions would you have for improving the hospital, staff, or our procedures?

Thank you