Client Survey

Dames Point Animal Hospital Client Survey

You can help us reach and maintain a high level of service by sharing your veterinary needs and expectations. By completing this client survey, you will be a part of our team meetings and be assured that your comments will be discussed and acted upon. Thank you for your time and effort. We will e-mail you a $10 off your next visit when you complete this survey. Thank you so much for your feedback.

*1. I bring or plan to bring my pet to the veterinarian:

- Every 3 or 4 months
- Every 6 months
- Every 12 months
- Every 18 months
- Every 24 months
- Other (please specify)

*2. Please check the number the best represents your experience: (Please click N/A if not applicable)

	Agree Strongly	Somewhat Agree	Neither Agree or Disagree	Disagree	Disagree Strongly	N/A
When I call I receive prompt, courteous attention.						
The reception areas is comfortable for me and my pet.						
The wait time was reasonable and I was informed of any delays.						
The veterinary technician was proficient and knowledgeable.						
The veterinary technician understood the reason for my visit.						

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*3. Now tell us about your experience with the veterinarian: (Please click N/A if not applicable)

	Agree Strongly	Somewhat Agree	Neither Agree or Disagree	Disagree	Disagree Strongly	N/A
The veterinarian really listens to me.						
The veterinarian spends enough time with me.						
The veterinarian explains things to me in plain, clear language.						
The veterinarian and staff look very professional.						
The veterinarian and staff are gentle and compassionate.						

*4. Tell us if you agree or disagree with these statements: (Please click N/A if not applicable)

	Agree Strongly	Somewhat Agree	Neither Agree or Disagree	Disagree	Disagree Strongly	N/A
All members of the office staff are friendly and courteous.						
The doctor and staff helped relieve my pets anxieties about being here.						
I am given the opportunity to ask questions about my pet.						
The office taught me how important wellness exams and preventative care are for my pet.						
The doctor and staff taught me how to take better care of my pet.						

*5. Lastly give us feedback on the following: (Please click N/A if not applicable)

	Agree Strongly	Somewhat Agree	Neither Agree or Disagree	Disagree	Disagree Strongly	N/A
The receptionist was prompt in check in and check out.						
The office hours are convenient.						
Veterinary fees are reasonable value for the services I received.						
My charges were clearly defined on my bill.						

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6. On a scale of 0-10, (where 0=NOT LIKELY AT ALL and 10=EXTREMELY LIKELY) how likely would you be to refer our practice to a friend or neighbor?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

7. Please explain why you chose that number.

8. To receive your coupon for $5 or 10% off your next visit (which ever is greater) Please fill out your name and address or name and e-mail.

Name:

Address:

Address 2:

City/Town:

State:

ZIP:

Email Address: