

# ANTHEM PET MEDICAL CENTER

## Client Survey

In an effort to continually increase the quality and level of care this clinic provides, please help us by completing this brief survey so that we may learn how we can improve upon our services.

### Was the Reception Staff:

Prompt in greeting you?                      Yes No  
Polite and helpful?                              Yes No  
Neat in appearance?                            Yes No  
Well informed?                                    Yes No  
Pleasant on the phone?                        Yes No

**Please comment** \_\_\_\_\_  
\_\_\_\_\_

### Telephone Service:

Do you often get a busy signal?            Yes No  
Are you put on hold too often?              Yes No  
Are you put on hold too long?                Yes No

**Please comment** \_\_\_\_\_  
\_\_\_\_\_

### Was the clinic:

Clean and neat in appearance?            Yes No  
Fresh smell?                                      Yes No  
Waiting time acceptable?                    Yes No  
Seating adequate?                              Yes No  
Examination room clean?                    Yes No  
Up to your expectations?                    Yes No

**Please comment** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Did the Veterinarian and Staff:

Appear friendly and courteous?            Yes No  
Act in a professional manner?                Yes No  
Take time to answer questions?            Yes No  
Seem interested in your pet?                Yes No  
Seem interested in your problem?           Yes No  
Explain what they did for your pet?        Yes No  
Handle financial matters well?              Yes No

**Please comment** \_\_\_\_\_  
\_\_\_\_\_

Were you totally satisfied with our care of your pet?    Yes No

**Please comment** \_\_\_\_\_  
\_\_\_\_\_

Would you recommend us to others?    Yes No

**Please comment** \_\_\_\_\_  
\_\_\_\_\_

Why did you choose our pet hospital?

**Please comment** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**How long have you been coming to us?** \_\_\_\_\_

**Would you choose our pet hospital for future veterinary care?**

\_\_\_\_\_  
\_\_\_\_\_

Do you have any suggestions that would help our service to you and others? Please be honest in your reply as we can only consider changing those things that are brought to our attention.

**Please comment** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Would you like to be contacted for further comments?**                      Yes No

**Name** \_\_\_\_\_ **Phone number** \_\_\_\_\_

**Email address** \_\_\_\_\_

**THANK YOU for taking the time to answer our questions.  
Your comments are helpful, useful, and very much appreciated.  
The Doctors and Staff at Anthem Pet Medical Center**