

How Can We Serve You Better?

Date: _____

Purpose of Visit: _____

Pet Breed: _____

Evaluation: 1 lowest through 4 highest (Please circle one)

Reception Evaluation:

When you call, is the phone answered promptly? 1 2 3 4

If you were put on hold, were you answered back in a reasonable time? 1 2 3 4

Are you treated courteously over the phone? 1 2 3 4

Do you like the on-hold messages? 1 2 3 4

Are you treated courteously in person? 1 2 3 4

How would you rate the cleanliness of the reception area? 1 2 3 4

Do you feel the check-in process is efficient? 1 2 3 4

Do you feel the check-out process is efficient? 1 2 3 4

Technician Evaluation:

Do you feel our staff offers adequate information and guidance on common pet-related issues? 1 2 3 4

Do you feel our staff is courteous and friendly? 1 2 3 4

Are your pet(s) happy to see us when they come in? 1 2 3 4

How would you rate the cleanliness of the exam rooms? 1 2 3 4

Doctor Evaluation:

Do you feel the doctor spent adequate time with you and your pet(s)? 1 2 3 4

When medical recommendations are made, do you feel enough education is given to make a confident decision as an advocate for your pet? 1 2 3 4

When medications are prescribed, do you feel proper education about its use and potential side-effects is given? 1 2 3 4

Overall Education

How would you rate your overall impression of our facility? 1 2 3 4

How would you rate your overall impression of our team and doctors? 1 2 3 4

Do you feel the fees associated with services and products are fair? 1 2 3 4

Based on your visits to our hospital, would you recommend us to your family and friends? 1 2 3 4

Additional Suggestions or Comments:

Thank you for filling this survey. Orcas Veterinary Service strives to better ourselves and the services we provide. Our goal is to not only meet your expectations, but to exceed them. If we ever fall short of these goals, please do not hesitate to contact the management.

Thank you for your time and we appreciate your honest opinions.