

Cooper County Animal Hospital  
16769 B Hwy  
Boonville, MO 65233  
Ph: (660)882-2796 Fax: (660)882-3303

Thank you for taking the time to complete this survey. We appreciate the opportunity to better serve our clients.

You may fax a completed survey, send via mail (put CCAH as return address to stay anonymous), or e-mail to Dr. Fray at [ccahdvm@iland.net](mailto:ccahdvm@iland.net).

## CLIENT SURVEY

Our parking lot featured:

- Adequate parking
- Inadequate parking

Our grounds were:

- Clean
- Littered or unkempt

Was your waiting time reasonable?

- Yes
- No

Our waiting room was:(check all that apply)

- Comfortable
- Neat and clean
- Uncomfortable
- Disorderly
- Odor-free
- Needed odor control

Our office hours are:

- Convenient
- Restrictive
- Other (please specify)

Our Receptionist(s):(check all that apply)

- 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:(check all that apply)

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

Our technician:(check all that apply)

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

Our veterinarian:(check all that apply)

- 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

Our veterinarian was:(check all that apply)

- 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

Did you understand our fees?

- Yes
- No

Do you feel the fees were reasonable?

- Yes
- No

Any Comments: