



# Client Service Satisfaction

Our goal at South Shore Animal Hospital is to meet our client's needs and exceed their expectations. The following questionnaire, if filled out and returned, will help us reach this goal. We want to know if you are happy with our hospital and the services provided. We cannot improve on client concerns if we do not know what they are. Please take a few moments to answer the following questions. Thank you for your time and assistance in this manner.

## Please circle the appropriate choice.

This has been my first visit to your hospital.

I have been a client of the hospital for    0-1 yrs   1-3 yrs   3-6 yrs   6 yrs or more.

I have    1            2            3            4            5            6 or more pets

## Please Rate Our Client Service;

Ease of making an appointment :	Poor	Average	Good	Excellent.
Courtesy of the person making the appointment:	Poor	Average	Good	Excellent.
Helpfulness of our receptionists:	Poor	Average	Good	Excellent.
Ease of getting through to us by phone:	Poor	Average	Good	Excellent.
Friendliness of our receptionists:	Poor	Average	Good	Excellent.

## During Your Visit

Comfort level of our waiting area:	Poor	Average	Good	Excellent.
Length of wait before going to exam room:	Poor	Average	Good	Excellent.
Friendliness of veterinarian(s):	Poor	Average	Good	Excellent.
Concern of veterinarian(s) for your pet:	Poor	Average	Good	Excellent.
Explanations given by veterinarians:	Poor	Average	Good	Excellent.
Instructions/information about medication:	Poor	Average	Good	Excellent.

[Please continue on back side]

*Thank You, We Value Your Opinion!*

Length of time veterinarian spent with you:	Poor	Average	Good	Excellent.
Your confidence in our veterinarians:	Poor	Average	Good	Excellent.
Likelihood of recommending us to friends:	Poor	Average	Good	Excellent.

### **Overall Assessment of Your Visit**

Overall friendliness of hospital:	Poor	Average	Good	Excellent.
Overall Cleanliness of hospital:	Poor	Average	Good	Excellent.
Overall rating of care received:	Poor	Average	Good	Excellent.
Overall satisfaction with your visit:	Poor	Average	Good	Excellent.
Likelihood of recommending hospital:	Poor	Average	Good	Excellent.

### **With regard to the cost of care provided, would you say...**

- ☐ The care was worth the cost.
- ☐ The cost was exactly what I expected.
- ☐ The cost seemed high for the care provided.
- ☐ I was shocked by the cost of care.
- ☐ I'm not coming back because of the cost.

### **Other comments or recommendations to improve our service.**

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### **Please circle the veterinarian your pet had their appointment with.**

Dr. Brian Dawson      Dr. Charlotte Lucas      Dr. David Hock      Dr. Mary Jane Hock

Thank you for helping us help you and your pet receive the best in service and care! Veterinary care, like human care, has ever escalating costs, often beyond the ability of the hospital to control. Our hospital policy is to provide quality compassionate care while endeavoring to control cost.