

KEYSTONE ANIMAL HOSPITAL CLIENT EXPERIENCE QUESTIONNAIRE

Our mission is to maintain a dedicated, caring and knowledgeable team committed to providing exceptional client service and Veterinary care.

You can help us reach and maintain this level of service by sharing your veterinary needs and expectations. By completing this client survey, you will be a part of our staff meetings and assured that your comments will be discussed and acted upon. Thank you for your time and effort.

(Please note: Your privacy is 100% assured)

How did you choose our Hospital? _____

What services did you utilize? (please check all those used)

- Wellness visit.....
- My pet was not feeling well.....
- Emergency visit.....
- Grooming.....
- Boarding.....

Your telephone experience: (circle answer)

- My call was answered promptly.....yes no
- It was easy to make an appointment.....yes no
- I was placed on hold too long..... yes no
- I was offered to be called back if needed.. yes no
- I did not phone.....yes no

Your impression of our Receptionist (over the phone)

- Friendly and attentive.....yes no
- Courteous.....yes no
- Informative.....yes no

Your impression of ore Receptionist (in person)

- Greeted me.....yes no
- Aware of purpose of visit.....yes no
- Seemed warm and cheerful.....yes no
- If busy did she still acknowledged you.....yes no
- Answered all my questions.....yes no

Your impression of our Receptionist area:

- Comfortable.....yes no
- Neat & Clean.....yes no
- Counter tops free from clutter.....yes no
- Retail store well organized.....yes no
- Odor-free.....yes no
- Pet-friendly.....yes no

Your impression of our Parking Lot/Grounds:

- I found a parking spot with ease.....yes no
- Clean and well kept.....yes no

Your impression of our Hospital website:

- I visited the website.....yes no
- I found the website to be helpful & resourceful.....yes no
- I printed out any necessary forms ahead of time....yes no
- I registered my pet on the Pet Portal page.....yes no

Your impression of our Technician:

- Greeted me with warmth.....yes no**
- Was gentle with my pet.....yes no
- Seemed proficient and knowledgeable....yes no
- Gave me the information I needed.....yes no
- Pet-friendly.....yes no

Your impression of our Veterinarian:

- Introduced herself.....yes no
- Listened to what I said & answered my questions.....yes no
- Gave me advice about how to treat my pet.....yes no
- Behaved professional in manner & appearance.....yes no
- Answered all of my questions.....yes no
- Comforted me and my pet.....yes no
- Made me feel valued.....yes no

Additional questions:

- Was your waiting time reasonable?.....yes no
- Do you feel the fees were reasonable?.....yes no
- Did you understand all our fees?.....yes no
- If you marked "No" please explain _____

Will you recommend us to others? Yes No

Why or why not?

What suggestions do you have for improving the office, staff or procedures?