



# 24 HR Animal Care Centre

## Client Satisfaction Survey

This Client Satisfaction Survey is designed to solicit the anonymous opinion of any client who uses the services of this veterinary hospital. All responses will be kept in strict confidence and the information gathered from this survey will be shared with the management, staff, and veterinarians of 24 HR Animal Care Centre only for the purpose of improving our services and staff training.

Concerns or complaints about the medical care a patient has received should be addressed directly by the attending veterinarian.

**Completed surveys should be deposited in the Survey box in the reception area. Thank you for assisting us in improving our services so that we may serve you better.**

### 1). When you called for your appointment, was the phone answered courteously?

- No, the phone was answered in a rude or otherwise unpleasant and non-courteous manner.
- Yes, the phone was answered in a SOMEWHAT pleasant manner and courteous manner.
- Yes, the phone was answered in a VERY pleasant manner and courteous manner.
- I did not call for an appointment.

Comments/suggestions:

### 2). Were you greeted promptly and courteously when you entered the reception area?

- No, I waited too long and/or was greeted rudely or in a non-courteous manner.
- No, I waited a while, but was eventually greeted in a courteous manner.
- Yes, I was greeted after a short wait and in a courteous manner.
- Yes, I was greeted almost immediately and in a courteous manner.

Comments/suggestions:

### 3). What is the reason for your visit to 24 HR Animal Care Centre today? (Please select all that apply)

- My regular veterinary clinic is closed.
- This is my regular veterinary clinic.
- My pet has a medical emergency.
- I am seeking a second opinion or further medical advice from one of 24 HR Animal Care Centre's DVMs.
- I have been referred to 24 HR Animal Care Centre by my regular DVM for one of the services offered here.
- I am just purchasing food for my pet.

Comments/suggestions:

**4). How do you believe your pet was treated by our staff and veterinarians?**

- My pet was NOT AT ALL treated in a safe, professional, and compassionate manner.
- My pet was treated SOMEWHAT in a safe, professional, and compassionate manner.
- My pet was treated MOSTLY in a safe, professional, and compassionate manner.
- My pet was treated in a VERY safe, professional, and compassionate manner.

Comments/suggestions:

**5). Based on your experience, how likely would you be to refer a friend to our hospital?**

- I am NOT AT ALL likely to refer a friend.
- I am SOMEWHAT NOT likely to refer a friend.
- I am SOMEWHAT likely to refer a friend.
- I am VERY likely to refer a friend.

Comments/suggestions:

**6). Would you like to become a fan of our hospital on Facebook?**

- No, I have a Facebook account but will not become a fan of 24 HR Animal Care Centre.
- Yes, I will become of fan of 24 HR Animal Care Centre on Facebook.
- I do not have a Facebook account.

**7). In what area(s) should 24 HR Animal Care Centre improve? (select all that apply)**

- The behaviour, attitude, and/or demeanor of the staff, veterinarians, or management that I dealt with.
- The manner in which my pet was handled or treated.
- The technical/medical services available to my pet at this hospital (i.e. more services should be offered).
- The prices of the services obtained at this hospital (i.e. the prices are too high).
- The retail services offered are insufficient (i.e. more pet foods, toys, collars, leashes and the like should be offered).
- The amount of time I had to wait (for the appointment to start, for the diagnostic work to be done, for the bill to be processed, to buy my pet food, etc.).

Further comments/suggestions for improvement: