

**NEW CLIENT QUESTIONNAIRE FORM**

Welcome to our hospital! Our goal is to provide high quality veterinary health care in a modern, clean and compassionate environment. Please help us provide for your needs and those of your pet by sharing your comments about your expectations during your visit regarding our care. By completing this questionnaire, you can take part in our staff meeting. Your comments will help us have meaningful dialogue and achieve our goal. Thank you very much for your valuable time and caring thoughts.

**How were you referred to our office?**

Friend \_\_\_\_\_ Drove by \_\_\_\_\_ Yellow Pages \_\_\_\_\_  
 Website \_\_\_\_\_ Facebook \_\_\_\_\_ Other \_\_\_\_\_

**Our Parking lot offered**

Adequate parking \_\_\_\_\_ Inadequate parking \_\_\_\_\_

**Our grounds were**

Clean \_\_\_\_\_ Litter or unkempt \_\_\_\_\_

**Our waiting room was**

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

**Our office hours are**

Convenient \_\_\_\_\_ Restrictive \_\_\_\_\_

**Our receptionist(s)**

Were warm and friendly \_\_\_\_\_ Were cold or unfriendly \_\_\_\_\_  
 Gave their undivided attention \_\_\_\_\_ Seemed indifferent \_\_\_\_\_  
 Were hospitable \_\_\_\_\_

**When you called our practice**

My call was answered promptly \_\_\_\_\_ I had trouble getting through \_\_\_\_\_  
 I was placed on hold too long \_\_\_\_\_ I did not phone \_\_\_\_\_  
 There was a long wait for someone to answer \_\_\_\_\_

**Your phone conversation was**

Courteous \_\_\_\_\_ Hurried \_\_\_\_\_ Impolite \_\_\_\_\_  
 Informative \_\_\_\_\_ Preoccupied \_\_\_\_\_ I did not phone \_\_\_\_\_

**Your receptionist today was** \_\_\_\_\_

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**Your technician**

Greeted me warmly \_\_\_\_\_

Seemed proficient \_\_\_\_\_

Was gentle with my pet \_\_\_\_\_

Was a poor communicator \_\_\_\_\_

**Your technician today was** \_\_\_\_\_**Your veterinarian**

Introduced him/herself with a warm greeting \_\_\_\_\_

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 \_\_\_\_\_

**Your veterinarian was**

Professional in manner \_\_\_\_\_

Inferior in manner and appearance \_\_\_\_\_

Able to make me feel like a friend \_\_\_\_\_

Acceptable in manner and appearance \_\_\_\_\_

Good at comforting me and my pet \_\_\_\_\_

**Was your waiting time reasonable** \_\_\_\_\_**Did you understand our fees?** \_\_\_\_\_**Do you feel the fees were fair?** \_\_\_\_\_

If you checked "no" to any of the above questions, please discuss: \_\_\_\_\_

\_\_\_\_\_

**Why did you choose this hospital** \_\_\_\_\_**Have you recommended us to others?** Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, why? If not, why not? \_\_\_\_\_

**What suggestions would you have for improving the hospital, staff or our procedures?**

\_\_\_\_\_

\_\_\_\_\_  
Owner/Caregiver\_\_\_\_\_  
Date