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At the Lodi Veterinary Hospital, we care about you and your pet. We wish to provide you with excellent quality veterinary service in a modern, clean, and caring environment. You can help us in providing for you and your pet's needs by sharing your comments with us about your expectations regarding veterinary care. By completing this survey, your comments will be discussed and acted upon. Thank you very much for your time and your thoughts.

Name (Optional): _____

Which Veterinary Service Specialist/Technician/Doctor did you work with?

VSS _____

CVT _____

DVM _____

Reason for your visit: _____

Please check any comments that apply.

How Did You Become Aware of Us?

Friend / Neighbor
Location

Internet
Other (Please Specify)

Our Veterinary Service Specialists:

Greeted you promptly
Felt that you were overlooked
Were warm and cheerful
Were cold and unfriendly
Gave their undivided attention
Seemed indifferent

Our Parking Lot / Grounds:

Adequate parking
Inadequate parking
Clean
Littered or unkept

When You Telephoned:

Your call was answered promptly
There was a long wait for someone to answer
You had trouble getting through
You were placed on hold too long

Our Waiting Room Was:

Comfortable
Neat and clean
Uncomfortable
Disorderly
Odor-free
Needed odor control
Child friendly
Not child friendly

Your Phone Conversation Was:

Courteous
Hurried
Impolite
Informative

Our Office Hours Are:

- Convenient
 - Restrictive
 - Should be open more
 - I would prefer later hours
 - Other (Please Specify)
-

Our Technician:

- Greeted you warmly
- Was gentle with your pet
- Seemed proficient
- Was knowledgeable
- Was a poor communicator

The Veterinarian:

- Greeted you warmly
- 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

The Veterinarian Was:

- 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

My Hospitalized Pet:

- Was well cared for
- Left without belongings
- Did not have appropriate discharge instructions
- Came home clean
- Appeared unkept
- Smelled badly

My Overall Experience Was:

- Exceptional
- Above Average
- Average
- Below Average
- Disappointing

Was Your Waiting Time Reasonable?

Yes No

Would You Recommend Us To Others?

Yes No

Did You Understand Our Fees?

Yes No

Did You Feel The Fees Were Reasonable For
The Quality Of Medicine You Received?

Yes No

If you checked "No" to any of the above questions, please explain why below:

Anything further you would like to comment on....

One way in which we could improve our hospital would be....
