

Countrycare Client Feedback

Your Name or Account Number (optional) : _____

Our highest priority is to offer you and your animals excellent service each and every time that you visit us. Please help us to measure our progress by taking a few moments to answer this survey. Your feedback is very important to us and enables us to improve our service in the future.

Please circle the most appropriate choice for each item below	1 Extremely Dissatisfied	2 Somewhat Dissatisfied	3 Fairly Satisfied	4 Very Satisfied	5 Completely Satisfied
<i>GENERAL</i>					
Overall experience at our clinic or on horse call	1	2	3	4	5
Overall value-service worth the price	1	2	3	4	5
Hospital appearance and staff clean & neat	1	2	3	4	5
Appointment availability to meet your schedule	1	2	3	4	5
Availability of health care information	1	2	3	4	5
Competitive prices for products / services	1	2	3	4	5
Explanation of fees or estimates	1	2	3	4	5
Your expectations and needs were met	1	2	3	4	5
<i>RECEPTION / PHONE CONTACT</i>					
Friendliness/courtesy of receptionists	1	2	3	4	5
Receptionist ability to answer questions	1	2	3	4	5
Waiting room experiences & waiting time	1	2	3	4	5
Phone call experiences & time on hold	1	2	3	4	5
Reminder cards for services	1	2	3	4	5
<i>VETERINARIANS/ASSISTANTS</i>					
Friendliness/courtesy of Vet Assistants	1	2	3	4	5
Vet Assistants ability to answer questions	1	2	3	4	5
Friendliness/courtesy of Doctors	1	2	3	4	5
Doctor's ability to explain things clearly	1	2	3	4	5
Doctor's knowledge & concern for animal's health	1	2	3	4	5
Understandable discharge instructions	1	2	3	4	5
Adequate follow-up on animal's condition	1	2	3	4	5

1. What do you appreciate most about your experiences with our practice? _____

2. How could we make you a more satisfied client? _____

3. Services that you would like us to offer or expand? _____

4. Would you recommend our practice to others? Why or why not? _____

5. Approximately how many times have your animals been seen or treated by our staff in last 12 months?
 0-1 2-4 5-7 8-10 11-14 15+
6. Comments on usefulness of our newsletters and suggestions for topics that you would like covered?

7. Other comments or suggestions ? _____

Thank you for your input!!