



LAGUNA BEACH ANIMAL HOSPITAL CLIENT SURVEY

Thank You

Thank you for giving us the opportunity to serve you. Please help us better meet your needs by taking a moment to complete this questionnaire.
Thank you very much for your time.

1. If you called to set up an appointment was it answered promptly?

Date of Service: _____

- Yes N/A
- No

2. Was our telephone response courteous and helpful?

- Yes N/A
- No

3. Was our facility comfortable and clean?

- Yes N/A
- No

4. Did your wait before going into the exam room seem brief?

- Yes N/A
- No

5. After entering the exam room did your wait before seeing the doctor seem brief?

- Yes N/A
- No

6. After the exam did the discharge time seem brief?

- Yes N/A
- No

7. Was the veterinary staff helpful and careful with your pets?

- Yes N/A
- No

8. Did the veterinarian explain your pet's problem clearly and completely?

- Yes N/A
- No

9. Do you feel your pet received quality professional health care?

- Yes N/A
- No

10. Was the billing invoice presented in adequate detail?

- Yes N/A
- No

11. Would you recommend our veterinary practice to your friends?

- Yes N/A
- No

12. Comments that you feel would help our practice or expand on your answers above:
