

Town and Country Animal Hospital

Client Survey

At Town and Country Animal Hospital we care about pets **and** their people. Our focus is to provide you with excellent quality veterinary service in a modern, clean and caring environment. You can help us by sharing comments about your veterinary care expectations. Thank you very much for your time and thoughts. (Please check all that apply).
Please mail completed form to: 16925 Cantrell Rd. Little Rock, AR 72223

Our Parking Lot/Grounds:

- Adequate parking
- Inadequate parking
- Clean
- Littered or Unkempt

Our Reception Room Was:

- Comfortable
- Neat and Clean
- Disorderly
- Odor free
- Child friendly

Our Office Hours Are:

- Convenient
- Restrictive
- Should be open more

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

Your Phone Conversation Was:

- Courteous
- Informative
- Hurried
- Impolite
- I did not phone

Our Receptionist(s):

- Greeted you promptly
- Were warm and cheerful
- Were cold or unfriendly
- Gave adequate attention
- Were helpful

Exam Room Technician:

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

The Veterinarian:

- Professional in manner and appearance
- Introduced himself/herself with a warm greeting
- Insensitive in his/her use of people skills
- 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

Was your waiting time reasonable?

- Yes No

Did you understand our fees?

- Yes No

Did you feel the fees were fair?

- Yes No

If you check "no" to any of the above three questions, please discuss below:
Why did you choose this hospital?

Would you recommend us to others? Yes No

What suggestions would you have for improving the office, staff or procedures?