

Lake Area Animal Hospital

8762 SR 21
Melrose, FL 32666
352-475-2326

Client Survey

Our mission is to maintain a dedicated, caring and knowledgeable team committed to providing exceptional client service and Veterinary Health Care. We strive toward this excellence through continuing education, technical advances and compassionate care for all pets entrusted to us.

You can help us reach and maintain this level of service by sharing your veterinary needs and expectations. By completing this client survey, you will be a part of our team meetings and be assured that your comments will be discussed and acted upon.

Also, you will be entered into a drawing for a FREE dental.

Thank you for your time and effort.

(Please Note: Your privacy is 100% assured.)

Name (In order be entered into the FREE dental drawing): _____

Phone Number: (_____) _____ - _____ or (_____) _____ - _____

How Did You Choose our Hospital? **YES NO**

A friend or relative recommended the practice

I drove by and saw your hospital sign.....

I saw the practice in the Yellow Pages.....

Found you through the Search Engines

Other: _____

Your Telephone Experience: **YES NO**

My call was answered promptly

It was easy to make an appointment

I was referred to the hospital website to get necessary forms ahead of time

I was placed on hold too long.....

I was offered to be called back if needed

Your Impression of our Receptionist (Over the Phone): **YES NO**

Friendly and attentive

Courteous.....

Informative

Your Impression of our Receptionist (In Person): **YES NO**

- Greeted me.....
- Aware of purpose of visit.....
- Seemed warm and cheerful.....
- Gave me undivided attention
- Seemed hospitable
- Answered all my questions

Your Impression of our Reception Area: **YES NO**

- Comfortable
- Neat & Clean
- Countertops free from clutter
- Retail displays are well organized.....
- Odor-free.....
- Child-friendly.....

Your Impression of our Parking Lot/Grounds: **YES NO**

- Clean
- I found a parking spot with ease

Your Impression of our Hospital Website: **YES NO**

- I visited the Hospital Website
- I found the website to be helpful & resourceful
- I printed out any necessary forms ahead of time from the Hospital Website.....

Your Impression of Our Technicians: **YES NO**

- Greeted me with warmth
- Was gentle with my pet.....
- Seemed proficient and knowledgeable
- Gave me the information I needed.....
- Child-friendly.....

Your Impression of our Veterinarians: **YES NO**

- Introduced himself/herself
- Listened to what I said & answered all my questions
- Gave clear advice about how to treat my pet

Behaved professional in manner and appearance

Answered all my questions

Comforted me and my pet.....

Made me feel valued

Name of Veterinarian that saw your pet

Additional Questions: **YES NO**

Was your waiting time reasonable

Do you feel the fees were reasonable

Did you understand all our fees

Would you like for us to be open on Sunday.....

What hours and days would you like for us to be available to you?

.....

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If you marked "NO" to any of the above questions please explain:

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Will you recommend us to others?

Why or Why not?

.....

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

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Please rate our service so we can serve you better:

Very Dissatisfied *Dissatisfied* *Neutral* *Satisfied* *Very Satisfied*