

## Welcome to Canyon Veterinary Hospital

We want you and your pet to have the best possible experience at our hospital, so we have developed a few questions to aid us in better serving you. This is an anonymous survey. So please give us your honest opinion. Thank you!!

1. How was your wait time to see Dr. Jenkins?    \_\_\_ Good    \_\_\_ Acceptable    \_\_\_ Poor
  
2. Were you treated courteously by our staff?
  
3. How did you hear about us?
  
4. Why did you choose us?
  
5. Please rate in order of importance the items listed below – 10 being most and 1 being least important:
  - a. \_\_\_ Availability of Dr. Jenkins
  - b. \_\_\_ Cost
  - c. \_\_\_ Communication with the Dr. and the staff
  - d. \_\_\_ Appointment time and date
  - e. \_\_\_ Diagnostic Capabilities
  - f. \_\_\_ Amount of time with the Dr. in the exam room
  - g. \_\_\_ Explanation of procedure by the Dr.
  - h. \_\_\_ Follow-up by the Dr. and staff
  - i. \_\_\_ Courtesy by the Dr. and staff
  - j. \_\_\_ Cleanliness of the hospital
  
6. On your last visit, did we do what we said we were going to do? If not, please explain.

Thank you for your honest opinion! We value you greatly as a client, and hope to meet and/or exceed your expectations. Please fold this survey in half and place in the container provided.