



The doctors and staff of Veterinary Healthcare Associates care about you and your pets. We continually strive to give you and your pet the best quality service and attention as possible. Please take a few moments and tell us how we are doing by completing this survey and mailing it back to us. We really want to hear from you.

Importance to You			Veterinary Healthcare Associates New Client Survey - Referral	How We Did			
Very Important	Important	Not Very Important		Strongly Agree	Agree	Disagree	Strongly Disagree
			My appointment began promptly at the scheduled time.				
			The veterinarian introduced him/herself to me.				
			The nurse introduced him/herself to me.				
			The veterinarian really cares about my pet(s).				
			Other hospital staff really cares about my pet(s).				
			The veterinarian listened closely to what I had to say.				
			The veterinarian explained any problems and treatments clearly.				
			The staff wore appropriate name tags.				
			The veterinary hospital was exceptionally clean.				
			The staff explained the referral policy.				
			I will strongly recommend this veterinary hospital to others.				
			This veterinary hospital provides good value for my money.				

Additional comments: _____

What was one thing we did that you would like us to continue to do?

What was something that we can improve?

Optional Information:

Name: _____

Pet(s) Name: _____

Email: _____

Phone: _____

Date seen in our hospital: _____

Doctor : _____