



midlothian animal clinic

For over 25 years, *Midlothian Animal Clinic* has been providing care pets in Richmond and surrounding counties. We are constantly evaluating our services as a part of our commitment to you and your pet. We appreciate all feedback, and hope you will complete the survey below. Please take a few minutes to help us determine how we can best serve you and meet your pet's needs. Thank you very much for your participation.

Name: Please type here

Pet's Name: Please type here

Date/Approximate Date of Service: Please type here

Was this your first visit here? Yes No

How did you learn about our services? Please type here

Doctor that examined your pet: Please type here

Please rate the following areas (click the appropriate button)

Was your appointment at a time convenient to you and easy to schedule?		Yes	Acceptable	No	
Professionalism on the phone	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The ability of our employees to handle all your questions while making your appointment?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
Were you able to find us easily?		Yes	Acceptable	No	
Were you greeted immediately upon arrival at our office?		Yes	Shortly after arrival	No	
The manner in which you were greeted?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
Overall appearance of our hospital? (signage, landscaping building & parking lot)	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
Your impression of our hospital? (includes any odors, cleanliness and overall appearance)	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The appearance of the exam room you were in? (odors, cleanliness and overall appearance)	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The overall cleanliness of our hospital?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The courtesy and respect you received from the doctor(s) during your exam?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The courtesy and respect you received from our staff during your visit?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The knowledge and expertise of the Doctor(s)?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The knowledge, expertise and helpfulness of the staff?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
The Doctor's ability to communicate your pet's health status/prognosis?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable

Value of care your pet received?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
Overall experience?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable
Overall ability to address your pet's health care needs?	Exceptional	Better than expected	Satisfactory	O.K., but may be improved	Unacceptable

If your pet was hospitalized, were you provided with a written estimate?

Yes No

The reason for your pet's visit was: Please type here

How likely are you to recommend this hospital to a friend or relative? Please type here

Was there a particular employee that you would like to recognize for outstanding service during your visit?
Please type here

As always, we welcome any additional comments you may have about your experience:
Please type here