

Forest Lakes Veterinary Clinic

Let Our Family Take Care of Your Pet Family

New Client Questionnaire

Welcome to our hospital! We wish to provide you and your pet family with excellent-quality veterinary service in a modern, clean, and caring environment. You can help us provide for your needs and those of your pet by sharing your comments about your expectations regarding veterinary care. By completing this questionnaire, you can take part in our staff meetings and be assured that your comments will be discussed and acted upon. Thank you very much for your time and thoughts.

Check all that apply

How you were referred to our office?

- Friend
- Drove By
- Website
- Facebook
- Other (please specify)

Our parking lot featured:

- Adequate parking
- Inadequate parking

Our grounds were:

- Clean
- Littered or unkempt

Our waiting room was:

- Comfortable
- Neat and clean
- Uncomfortable
- Disorderly
- Odor-free
- Needed odor control
- Child-friendly

Our office hours are:

- Convenient
- Restrictive
- Other (please specify)

Your receptionist, _____, today:

- Was warm and cheerful
- Was cold or unfriendly
- Gave her undivided attention
- Seemed indifferent
- Was hospitable

When you called our practice:

- My call was answered promptly
- There was a long wait for someone to answer
- I had trouble getting through
- I was placed on hold too long
- I did not phone

Your phone conversation was:

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

Your assistant, _____, today:

- Greeted me warmly
- Was gentle with my pet
- Seemed proficient
- Eased mine and my pet's anxiety
- Seemed indifferent

Your technician, _____, today:

- Greeted me warmly
- Was gentle with my pet
- Seemed proficient
- Explained herself well
- Was a poor communicator

Your veterinarian, _____, today:

- 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

Your veterinarian was:

- Professional in manner and appearance
- Acceptable in manner and appearance
- Inferior in manner and appearance
- Good at comforting me and my pet
- Able to make me feel like a friend
- Insensitive in his/her use of people skills

Do you feel the fees were reasonable?

- Yes
- No

Did you understand our fees?

- Yes
- No

Was your waiting time reasonable?

- Yes
- No

Please rate our clinic based on overall satisfaction, with 0 being not satisfied at all and 5 being extremely satisfied:

0 1 2 3 4 5

How likely would you be to use our services in the future, with 0 being not at all and 5 being extremely certain:

0 1 2 3 4 5

If you checked “no” to any of the above questions, please discuss below:

Why did you choose this hospital?

What suggestions would you have for improving the hospital, staff, and/or procedures?

Thank You

Name (Optional*): _____ Date: _____

*As an added bonus for helping us help you, if you provide you name your pet will receive a free nail trim!
Please allow three days postal time before calling to schedule your nail trim.

Please mail to: Forest Lakes Veterinary Clinic, 3440 Seminole Trail, Suite 102 Charlottesville, VA, 22911