

# PET MEDICAL CENTER OF KATY

Tell us what you think!

We strive to provide you and your pet with excellent veterinary service in a modern, clean, caring environment. You can help us reach and maintain this level of service by sharing your veterinary needs and expectations. By completing this survey, you will be a part of our staff meetings and be assured that your comments will be discussed and acted upon. Please answer all questions thoroughly and leave as many comments as you would like. Thank you for your time and your thoughts.

Why did you choose Pet Medical Center of Katy?

- A friend/relative recommended the practice  
name: \_\_\_\_\_
- I drove by
- I saw your practice on the internet/website
- Other: \_\_\_\_\_

When I telephoned:

- My call was answered promptly      yes  no
- It was easy to make an appointment      yes  no
- I was placed on hold too long      yes  no
- Office hours are convenient      yes  no

If you marked "no" to any of the above questions

Please comment: \_\_\_\_\_

\_\_\_\_\_

The staff member I spoke to on the phone was:

- Friendly and attentive      yes  no
- Rude or discourteous      yes  no
- Courteous      yes  no
- Informative      yes  no

Staff member name: \_\_\_\_\_

The receptionist(s):

- Greeted me upon my arrival      yes  no
- Was warm and cheerful      yes  no
- Gave me undivided attention      yes  no
- Was hospitable      yes  no
- Answered all my questions      yes  no

The veterinary assistant:

- Greeted me with warmth      yes  no
- Was gentle with my pet      yes  no
- Seemed proficient & knowledgably      yes  no
- Gave me the information I needed      yes  no
- Provided me with a New Puppy/  
Kitten folder      yes  no

Veterinary assistants name: \_\_\_\_\_

May we contact you if we have questions regarding your comments?      yes  no

Client Name: \_\_\_\_\_

The veterinarian:

- Introduced herself      yes  no
- Listened to what I said      yes  no
- Described, diagnosed & treated my pet well      yes  no
- Answered all my questions      yes  no
- Seemed interested in what I had to say      yes  no
- Gave clear advice about how to treat my pet      yes  no
- Was compassionate with my feelings      yes  no
- Was professional in manner & appearance      yes  no
- Was able to make me feel like a friend      yes  no
- Was good at comforting me & my pet      yes  no

Was your waiting time reasonable?      yes  no

If "no" please comment: \_\_\_\_\_

\_\_\_\_\_

Did you understand our fees:      yes  no

If "no" please comment: \_\_\_\_\_

\_\_\_\_\_

Do you feel the fees were reasonable?      yes  no

If "no" please comment: \_\_\_\_\_

\_\_\_\_\_

The New Puppy/Kitten folder was:

- Explained to me by the assistant      yes  no
- Useful/Informative      yes  no

Comments: \_\_\_\_\_

\_\_\_\_\_

Would you recommended us to others:      yes  no

What suggestions do you have for improving our office, staff,  
procedures? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Patient Name: \_\_\_\_\_