



GENTLE CARE ANIMAL HOSPITAL

(405) 285-9663 | www.gentlecareah.net | 2301 NW 178th Street, Edmond, OK 73012

Client Satisfaction Survey

Thank you for taking the time to complete our client survey. We value your feedback and will use it to better our facility and the services we provide.

Your Name (optional): _____

Email Address (optional): _____

Please Rate the following items from 1 to 5 (1 is lowest and 5 is highest):

Cleanliness

- Lobby 1 2 3 4 5
- Client Bathroom 1 2 3 4 5
- Exam Room 1 2 3 4 5
- Outside Yards 1 2 3 4 5
- Overall 1 2 3 4 5

Friendliness

- Front Desk 1 2 3 4 5
- Technicians 1 2 3 4 5
- Doctor 1 2 3 4 5

Name Introduction

- Receptionist 1 2 3 4 5
- Technician 1 2 3 4 5
- Doctor 1 2 3 4 5

Knowledge & Understanding

- Technician 1 2 3 4 5
- Doctor 1 2 3 4 5

Timeliness

Front desk	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Wait time for an exam room	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Wait time for the doctor	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Checking out	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

How easy was it to make an appointment to be seen?

What was a pleasant experience about your visit?

What can we improve upon from your visit?