



Lago Vista Animal Clinic

20711 FM 1431 Lago Vista, Texas 78645

Virginia L. Williams, DVM, Erica Stremlau, DVM, Jacque Harbison, DVM

Client Survey

	Strongly agree	Somewhat agree	No opinion	Somewhat disagree	Strongly disagree
1. When I made my appointment, my call was answered promptly.					
2. When I arrived for my appointment, the receptionist was friendly and helpful.					
3. The waiting room was comfortable and clean.					
4. My wait before seeing the veterinarian seemed reasonable.					
5. The veterinary technician was helpful and careful with my pet.					
6. The doctor was courteous and genuinely concerned with my pet's health.					
7. The veterinarian explained my pet's problem clearly and completely.					
8. I feel my pet is getting high-quality veterinary care at your hospital.					
9. Staff members have a thorough knowledge of the products and procedures your hospital provides.					
10. I feel the fees for your medical services are reasonable.					
11. After a hospital stay or boarding, my pet was returned to me clean.					
12. The receptionist explained the services and charges before presenting the bill.					
13. I would recommend your veterinary hospital to my friends and neighbors.					
14. I was satisfied with the treatment my pet received.					

15. Did a staff member or doctor talk with you about:

Flea and tick prevention?

Heartworm prevention and testing?

Appropriate vaccines for your pet?

Yes

No

16. What can we do to improve our service to you and your pet? _____

Your name (optional) _____

Pet's name (optional) _____

Date _____

Date of visit _____

Your opinion matters to us! Please take the time to complete our customer service survey, then fold, staple or tape, and return.