



## Lago Vista Animal Clinic

20711 FM 1431 Lago Vista, Texas 78645

Virginia L. Williams, 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:
- |                                    | Yes                   | No                    |
|------------------------------------|-----------------------|-----------------------|
| Flea and tick prevention?          | <input type="radio"/> | <input type="radio"/> |
| Heartworm prevention and testing?  | <input type="radio"/> | <input type="radio"/> |
| Appropriate vaccines for your pet? | <input type="radio"/> | <input type="radio"/> |

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

Your name (optional) \_\_\_\_\_  
Date \_\_\_\_\_

Pet's name (optional) \_\_\_\_\_  
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.**