

COLORADO VETERINARY SPECIALISTS

SERVING VETERINARIANS OF COLORADO AND THEIR CLIENTS

Thank You for entrusting Colorado Veterinary Specialists with your pet's health care and for taking time to complete and return this survey. We value your opinion about your recent experience at our facility.

My pet was recently seen by Dr. _____

	Agree Strongly	Agree	Neutral	Disagree	Disagree Strongly
1. My telephone calls were answered promptly by the receptionist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. My interaction with the receptionist on the telephone was helpful and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I received excellent directions to find the facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The receptionists greeted me warmly when I arrived.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The receptionists were helpful and friendly during my visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The waiting area and exam rooms were clean and comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I did not wait long before my pet was examined by a nurse.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I did not wait long before my pet was examined by a doctor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The nurses treated my pet with gentleness and kindness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The nurses were helpful and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The nurses answered by questions clearly and completely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The nurses were knowledgeable and proficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The veterinarians treated my pet with gentleness and kindness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The veterinarians were helpful and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The veterinarians answered by questions clearly and completely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The veterinarians explained treatment/therapy options in a way I could easily understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The veterinarians communicated effectively with me on the care of my pet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The veterinarians/nurses provided excellent medical care to my pet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The veterinarians/nurses were accessible to me for questions and updates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The fees were explained accurately, thoroughly and professionally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Value was obtained for the fees paid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The staff kept me informed with medical updates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The staff kept me informed with financial updates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The overall experience I had at Colorado veterinary Specialists was excellent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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PLEASE RETURN TO:
PERSONAL AND CONFIDENTIAL
 Attn: Hospital Director
 223 W. County Line Road
 Littleton, CO 80129

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Would you return to Colorado Veterinary Specialists?

Yes No If you responded "No", please explain why: _____

Would you recommend Colorado Veterinary Specialists to your family and friends?

Yes No If you responded "No", please explain why: _____

Was there anyone who you would like to see receive praise or constructive suggestions? _____

If you were our hospital director, what suggestions would you have for improving our hospital? _____

Other Comments: _____

Date of Visit: _____

Pet's Name (optional) _____

Name (optional) _____

Phone Number (optional) _____

The staff of Colorado Veterinary Specialists thanks you for taking the time to fill out this survey
Please let us know if we can be of any further assistance to you and your pet.