

ANIMAL MEDICAL CENTER OF STREETSBORO

9094 State Route 14 | Streetsboro, OH 44241 | 330.626.4935

In an effort to continually increase the quality and care this clinic provides, please help us by completing this brief survey so that we can learn how to improve. [This is an online fill-in form.](#) Please complete, print and return at your earliest convenience.

| Was the Reception Staff: | | |
|--------------------------|-----|----|
| Prompt in greeting you? | Yes | No |
| Polite and helpful? | Yes | No |
| Neat in appearance? | Yes | No |
| Well informed? | Yes | No |
| Pleasant on the phone? | Yes | No |
| Please comment: | | |
| | | |

| Telephone Service: | | |
|----------------------------------|-----|----|
| Did you often get a busy signal? | Yes | No |
| Are you put on hold too often? | Yes | No |
| Are you put on hold too long? | Yes | No |
| Please comment: | | |
| | | |

| Was the Clinic: | | |
|---------------------------------|-----|----|
| Clean and neat in appearance? | Yes | No |
| Fresh smelling? | Yes | No |
| Waiting time acceptable? | Yes | No |
| Parking lot adequate and clean? | Yes | No |
| Seating adequate? | Yes | No |
| Examination room clean? | Yes | No |
| Up to your expectations? | Yes | No |
| Please comment: | | |
| | | |

| Did the Veterinarian and Staff: | | |
|---|-----|----|
| Appear friendly and courteous? | Yes | No |
| Act in a professional manner? | Yes | No |
| Take time to answer questions? | Yes | No |
| Seem interested in your pet? | Yes | No |
| Seem interested in your problem? | Yes | No |
| Handle financial matters well? | Yes | No |
| Were you totally satisfied with our care of your pet? | Yes | No |
| Were you given handouts to help explain care of your pet? | Yes | No |
| Explain what they did for you? | Yes | No |
| Please comment: | | |
| | | |

Would you recommend us to others? Yes No
 Please comment:

Why did you choose our pet hospital?
A friend's referral Our location
Other
 Please comment:

How long have you been using our services?

Do you have suggestions that would help our service to you and others? Please be honest in your reply, as we can only consider changing those things that are brought to our attention.

Please comment:

Thank you for taking the time and effort to answer our questions. Your help and comments are appreciated and will help us in making changes to improve our service to you.