



# CLIENT QUESTIONNAIRE FISHERS VETERINARY ASSOCIATES

11955 Allisonville Rd.  
Fishers, IN 46038

Please tell us the following information:

Doctor seen today \_\_\_\_\_ Species of your pet: Dog Cat Other  
Time you have been a client: New Less than 1 year 1 to 5 years More than 5 years  
Number of Pets Belonging to You \_\_\_\_\_

Please describe your experience for each statement below by checking the appropriate box to the right:

### In setting up the appointment for my pet:

- My call was answered promptly and courteously.
- An appointment was available at a time convenient for me.
- I was scheduled with the doctor I wished to see (if I had a preference).
- The person who answered the phone understood my concerns and provided appropriate and helpful information.
- If this was my first visit, I was given clear directions to the office.
- The fact that the practice is accredited by the American Animal Hospital Association (AAHA) is important to me.
- Availability of 24-hour emergency care is important to me.

Agree Strongly	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Not Applicable

### Concerning my visit with my pet:

- The office (clinic or hospital) was easy to find and well-marked.
- The reception area was clean and odor-free.
- I was greeted immediately upon my arrival.
- Waiting time for an examination room was not excessive.
- The receptionist was courteous in collecting my new or updated information.
- The receptionist showed concern for my pet(s).
- The examination room was clean and comfortable.
- The technician/ nurse was cheerful, compassionate with my pet(s), and asked appropriate questions about my pet's condition.
- Waiting time for the doctor to enter the room was not excessive.
- A reason was given to me for any extended waiting time I experienced.
- The doctor who saw my pet was compassionate and gentle in examining/ restraining my pet.
- The doctor who saw my pet asked appropriate questions.
- The doctor who examined my pet was knowledgeable, thorough, and seemed competent in diagnosing my pet's problems (if any).
- The doctor who examined my pet spent an appropriate amount of time with my pet.
- The doctor who examined my pet explained his or her findings, concerns, or recommendations to me in understandable language.
- Instructions for dispensed medication(s) were clearly explained to me by the doctor or staff member.
- The checkout process was completed in a courteous and timely fashion.
- Fees for services or medications were reasonable.

Agree Strongly	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Not Applicable

### For hospitalized or surgical patients:

- I was made aware of expected fees before procedures were done, or as new tests or treatments were required.
- The doctor or technician was in regular contact with me about my pet's condition.
- My questions about procedures, possible risks, or other concerns were satisfactorily answered.

Agree Strongly	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Not Applicable

Agree Strongly	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Not Applicable

29. My pet was clean and presentable upon discharge.

Please elaborate on any responses to the above statements.

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Please also let us know of any areas we could improve in our care for your pet or service to you. Thank you!

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