



**ANIMAL URGENT CARE**  
*of South Orange County*

# HOW ARE WE DOING?

Please rate your experience at Animal Urgent Care

Which receptionist and/or technician was helping you today?

---

Which doctor was working with your pet?

---

(Please mark the correct box)

Excellent	Good	Fair	Poor	N/A

## **1) CLEANLINESS**

- Overall?
- Reception desk?
- Waiting area?
- Exam room?
- Bathroom?
- Outside the building?

## **2) COURTESY**

- Overall?
- On the phone?
- At the front desk?
- From the doctors?
- From the technicians?


## **3) WAIT TIMES?**

- On the phone?
- In the waiting area?
- In the exam room?
- During discharge?


## **4) DID YOU UNDERSTAND**

- What was wrong with your pet?
- What the treatment plan was?
- Your estimate?
- The discharge instructions?
- The medications and how they were to be given?


## **5) GENERAL**

- Were your calls returned in a timely manner?
- Were you kept updated on your bill?
- Were all your questions/concerns answered?
- Your impression of the overall medical care provided


## **6) ANY ADDITIONAL COMMENTS:**

(Please use reverse side for more comments if necessary)

---

---

---

Name (optional) \_\_\_\_\_

Phone Number (optional) \_\_\_\_\_

Thank you!

Date \_\_\_\_\_