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?

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 _______________