



Avondale Veterinary Healthcare Complex

4318 SE Army Post Road, Des Moines, Iowa 50320 • 515-262-6111 • 800-339-4873
www.avondalevet.com

At Avondale Veterinary Healthcare Complex, we care about pets and their owners. Our desire is to provide you with excellent, quality veterinary services in a modern, clean and caring environment. You can help us to improve our service by sharing your comments with us about your pet's visit. We appreciate your help as we continue to be the best we can be!

Please Circle All Answers That Apply:

How were you referred to our office?

Friend
Family Member
Drove By
Yellow Pages
Website
Newspaper Ad
Referring Veterinarian
Other (Please Specify)_____

Our Receptionist(s):

Were warm & cheerful
Were Cold & Unfriendly
Gave us undivided attention
Seemed Indifferent
Were Hospitable
Were Great
Did only the minimum

Our Parking Lot/Grounds:

Adequate Parking
Inadequate Parking
Clean
Littered or Unkept

When You Telephoned:

Call answered promptly
Long wait for an answer
Had trouble getting through
On Hold too long
Other:_____

Our Waiting Room Was:

Comfortable
Neat & Clean
Uncomfortable
Disorderly
Odor Free
Needed Odor Control
Child Friendly

Phone Conversation Was:

Courteous
Hurried
Impolite
Informative
Preoccupied
I did not phone
Other:_____

Our Office Hours:

Convenient
Restrictive
Should be open more hours
Would like to see you
Open (specify)_____

Our Technicians

Greeted me warmly
Gentle with my pet
Seemed proficient
Poor Communicator
Other:_____

The Veterinarian:

Introduced themselves with a warm greeting
Listened well to my pet’s symptoms
Did not seem interested in what I had to say
Described the diagnosis and treatment well
Informed me of other services available
Left me confused about how to treat my pet

The Veterinarian was:

Professional in manner and appearance
Acceptable in manner and appearance
Inferior in manner and appearance
Good at comforting me and my pet
Able to make me feel like a friend
Insensitive in their use of people skills

Waiting time reasonable?

Yes
No

Fees:

Understandable
Did not understand them
Reasonable
Unreasonable

Why did you choose Avondale Animal Hospital?

Have you recommended us to others? Yes – No? Why or Why Not?

Was an Avondale Animal Hospital Staff Member Particularly Helpful or Unhelpful?

Helpful: _____

Unhelpful: _____

If you were the manager of the Avondale Animal Hospital, what changes would you make to make this facility, its staff or its procedures better?

Was your visit:

On a weekday
On the weekend
After 6PM

Date of Visit: _____

Thank you for your time!

Name (Optional) _____ **Date:** _____

**** Visit us online and check out all of our services and www.avondalevet.com. While there, post your favorite picture of your in our Pet Gallery and don’t forget to register your Pet in Pet Portals – all while visiting www.avondalevet.com**