



Avondale Veterinary Healthcare Complex

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

At Avondale Cat Hospital, 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
- TV Commercial
- Drove By
- Yellow Pages
- Website
- Family Member
- 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 Cat Hospital?

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

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

Helpful: _____

Unhelpful: _____

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

Was your visit:

On a weekday
On a 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!**