



# OAK KNOLL ANIMAL HOSPITAL

6315 MINNETONKA BLVD, ST. LOUIS PARK, MN 55416 952-929-0074

## New Client Satisfaction Survey

At Oak Knoll Animal Hospital we value each client relationship. Because you are a new client, we want to make sure that we exceeded your expectations. **Will you please take a moment to complete and return this brief survey?**

Date of Visit: \_\_\_\_\_

Which Dr. did you see at your visit?  Dr. Jeremy Smith  Dr. Tracy Earl  Dr. Becky Josephs

1. What service(s) did your pet receive during your first visit to Oak Knoll Animal Hospital?

- Wellness Exam & Vaccines  Sick pet/emergency  Dentistry, surgery, or hospitalized procedure
- Check ears, check eyes, etc.  Other, \_\_\_\_\_

2. Were you able to schedule an appointment that fit your schedule?  Yes  No

3. Did the hospital Customer Service Rep greet you in a timely, helpful & friendly manner?  Yes  No

4. Were you and your pet roomed by a technician in a timely and friendly manner?  Yes  No

5. Was the veterinarian courteous and genuinely concerned with your pet's health?  Yes  No

6. Did the veterinarian explain your pet's health or illness clearly and completely?  Yes  No

7. If your pet was hospitalized, did you receive adequate home-care instructions?  Yes  No  N/A

8. Did a technician give you a new client/new pet packet before you checked out?  Yes  No

9. Would you recommend Oak Knoll Animal Hospital to your friends and family?  Yes  No

If no, why? \_\_\_\_\_

10. How would you rate the overall level of service at our hospital?

- Very Satisfied  Satisfied  Somewhat Satisfied  Somewhat Dissatisfied  Very Dissatisfied

**We encourage and welcome any additional comments/concerns you may have.**

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How could we improve our hospital's service?

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**Thank You for Your Feedback!**

Name \_\_\_\_\_ Phone (\_\_\_\_\_) \_\_\_\_\_

Please mail or fax your survey to (952) 929-0110. You can also log on to our website, [www.okah.net](http://www.okah.net), and go to the CLIENT or FEEDBACK tabs and fill out the survey electronically.

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