



# Eastland Companion Animal Hospital

1700 E. Empire St. Bloomington, IL 61704

309-662-7387 (PETS)

<http://www.eastlandcompanionanimalhospital.com/>

Our hospital goal is to provide your pet with the best medical care possible in a convenient, courteous and friendly atmosphere. To succeed, we need your help! Please take just a few moments to answer the following questions and return to us either by email or regular mail.

1) Why did you choose this veterinary hospital to care for your pet(s)? (choose all that apply)

- Sign  Yellow Pages  
 Reputation  Location  
 Recommendation  Building and Lanscaping

2) Did you call for an appointment?  Yes  No

3) When you telephoned a) Was your call answered promptly  Yes  No  
b) Were you placed on hold?  Yes  No How Long?

4) When you called the hospital, the person answering the phone was:  
 Pleasant  Helpful  Hurried  Unconcerned

5) When you arrived at our hospital, did you find the parking lot adequate?  Yes  No  
The grounds well kept?  Yes  No  
The reception room clean and odor free?  Yes  No

6) Was the receptionist pleasant and efficient?  Yes  No  
If no, please explain

7) Was your pet's examination begun at your appointment time?  Yes  No  
If not, how long did you wait?  5  10  15  20  30 minutes or more

8) Was the exam room clean and comfortable?  Yes  No  
Were the nurses caring and efficient?  Yes  No  
If no, please explain

9) Were you pleased with the doctor's attitude toward you and your pet during the examination?  Yes  No  
a) Did the doctor show concern for your pet's problem?  Yes  No  
b) Was sufficient time spent with you to explain your pet's problem and treatment?  Yes  No  
c) Were all your questions answered satisfactorily in terms you could understand?  Yes  No  
d) Did you feel the fees were reasonable for the service you received?  Yes  No

10) If you left your pet at our facility for  Hospitalization  Boarding  
a) Were you comfortable that he/she would be well cared for?  Yes  No  
b) Were you pleased with your pet's appearance when picked up from staying with us?  Yes  No  
c) Would you feel comfortable leaving your pet with us again?  Yes  No

11) What did you like best about your visit to our Veterinary Hospital?

12) What can we do to improve you and your pet's experience with us?

13) Would you recommend our hospital to your friends?  Yes  No

Thank you for choosing us to provide service for you and your pets. Any comments you care to make concerning this hospital are welcome. We will consider any suggestions that will make your visit more enjoyable. Thank you for your time and your honesty in completing this survey. Please email this form to us at [eastlandvet@att.net](mailto:eastlandvet@att.net) (FILE> SEND, OR BUTTON>SEND) or mail to the address above.