



**Bridgewater Veterinary Hospital, Inc.
1740 Byberry Road
Bensalem, Pa 19020**

Client Satisfaction Survey

In the past year, how many times have you visited Bridgewater Veterinary Hospital?

1 2-3 4-5 6+

How would rate the staff at the reception desk?

Excellent Good Adequate Needs work Poor

How long did you wait in the reception area beyond your appointment time?

0-5mins. 5-20mins. 20-40mins. 40-60mins

How long did you wait in the exam room before the veterinarian appeared?

0-5mins. 5-20mins. 20-40mins. 40-60mins

How would you rate the technician/assistant who helped you?

Excellent Good Adequate Needs work Poor

How would you rate the concern the technician/assistant showed?

Excellent Good Adequate Needs work Poor

Were you able to see the veterinarian of your choice?

Y N

Did you feel that your veterinarian spent an adequate amount of time with you?

Y N

What was the demeanor of your veterinarian?

Attentive Concerned Friendly Distracted Rushed Inconsiderate

How would you rate the competence of your veterinarian?

Excellent Good Adequate Needs work Poor

How clear was the veterinarian's explanation of your pet's condition?

Excellent Good Adequate Needs work Poor

Were your questions answered to your satisfaction?

Y N N/A

Would you recommend this facility and its staff to your family & friends?

Y N N/A

Additional comments or suggestions
