



Louisiana State University
 Veterinary Teaching Hospital & Clinics
 Baton Rouge, LA 70803

Client Satisfaction Survey

Please complete the following questions in light of your recent visit to the LSU Veterinary Teaching Hospital & Clinics. All responses are confidential and only aggregated data will be reported. Thank you in advance for your participation and support of the LSU VTH&C.

1. What service did you see (check all that apply):

- | | | |
|--|--|--------------------------------------|
| <input type="checkbox"/> Bird, Zoo & Exotics | <input type="checkbox"/> Cardiology | <input type="checkbox"/> Dermatology |
| <input type="checkbox"/> Emergency | <input type="checkbox"/> Internal medicine | <input type="checkbox"/> Oncology |
| <input type="checkbox"/> Ophthalmology | <input type="checkbox"/> Rehabilitation | <input type="checkbox"/> Surgery |

Indicate your level of satisfaction with the hospital facilities:

		Very Satisfied	Satisfied	Not very satisfied	Dissatisfied	N/A
2.	Reception/waiting area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Examination room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Hospital cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Indicate your level of satisfaction with the clinical services:

		Very Satisfied	Satisfied	Not very satisfied	Dissatisfied	N/A
6.	Reception staff courtesy and help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Waiting time as expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Level of compassion and care for your pet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Explanation of treatment options and costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Explanation of diagnostic tests and results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Day-to-day follow-up on pet's progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Accessibility to clinicians for questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	Explanation of discharge instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Timely contact with follow-up information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Payment and billing system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Student interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. What one thing would best improve the service and experience at LSU VTH&C?

18. Other comments: