

## Client Survey

At Animal Specialty Group, we are constantly striving to provide you with the best possible service available. Our doctors and technical staff welcome all comments, whether in the form of praise, constructive criticism, or disapproval. Your opinions and comments matter to us.

Please take a moment to evaluate our service. You may fill out and submit the form below by:

- 1) Client Survey drop box at the reception desk
- 2) Fax to Animal Specialty Group at (818) 507-9418
- 3) Visit our web site at asgvets.com. Click on client tab to go to the Client Survey.
- 4) Mail to us at 4641 Colorado Blvd., Los Angeles, CA 90039

Medical department and doctor who cared for your pet:

- □ Surgery
  - o Dr. Kirk Wendelburg
  - o Dr. Steve Bilbrey
  - o Dr. Michael Huber
  - o Dr. Adam Strom
  - o Dr. Anna Aman
  - o Dr. Daniel Jankovits
  - o Dr. Richard Wong
  - o Dr. Ricardo Sanchez
- □ Neurology
  - o Dr. Stacey Sullivan
  - o Dr. Megan Steele
- □ Oncology
  - o Dr. Mary Kay Blake
- □ Radiology
  - o Dr. John Amann
- Physical Rehabilitation and Alternative
  Medicine
  - o Dr. Joanne Bak

- o Internal Medicine
  - o Dr. Emilie Chaplow
  - o Dr. Rhonda Schulman
  - o Dr. Mickila Collins
  - o Dr. Timothy Hui
- o <u>Emergency / Critical Care</u>
  - o Dr. Brian Young
  - o Dr. Andreas Andreou
  - o Dr. Emily Coddon
  - o Dr. Michael Becker
- Staff Veterinarians
  - o Dr. Crystal Feingold
  - o Dr. Mishka Gonsalves
  - o Dr. Lindsay Heath
  - o Dr. Roubina Honarchian
  - o Dr. Kyle McAleenan
  - o Dr. Susanna Osmundson
  - o Dr. Danielle Sawyer
  - o Dr. Diane Tang
  - o Dr. Priyanka Thakkar

## Please rate our performance (1= poor and 6 = excellent)

Did the doctor	s who c	ared for	your pet	appear	knowledg	geable, professional and compassionate?
1	2	3	4	5	6	
Comments:						
Did the doctor	s answe	r your qı	uestions	clearly?		
1	2	3	4	5	6	
Comments:						
Were you give	n treatn	nent opt	ons that	were cl	ear and n	nade sense?
1	2	3	4	5	6	
Comments:						'
Doctors must extend longer			opriate a	mount	of time	with each patient and some consultations can
In light of this	, were	the doct				o you and your pet? If there was a significant
delay, were yo			or the si		<b>?</b>	
1	2	3	4	5	6	
Comments:						

[	1	2	3	4	5	6					
omr	nents:										
/as t	the rece	ption sta	iff courte	ous, pro	mpt, con	npassion	ate and	attent	ive?		
	1	2	3	4	5	6					
omr	ments:										
/as y	your pet	's hospit	al discha	rge proc	ess infor	mative ar	nd thoro	ugh?			
	1	2	3	4	5	6	NA				
omr	nents:										
/as o	daily cor	nmunica	ition appi	opriate	and com	passiona	te?				
Γ	1	2	3	4	5	6	NA	7			
Ĺ			1	<u> </u>		1 -		_			
omr	nents:										

Did the technical staff appear knowledgeable and caring?

Was the handling of all financial matters done professionally, with understanding and compassion?

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It there were any	i allestions anolit	charges or services,	Were thev	answered to i	YOUTS SATISTACTION Y
II there were any	y questions about	cital ges of services,	WCIC CITCY	aliswered to	your satisfaction:

1	2	3	4	5	6

Comments:	
Was there anyone in our staff that you feel deserve improvement.	s special recognition or that you feel needs
Comments:	
Can you give us any recommendations to improve our practice veterinarian?	services for you, your pet, and your general
Client surveys will be collected and evaluated weekly by director. If you would like a call, please indicate below.	the hospital administrator and hospital medical
Name (optional):	Date:
Please contact: yes no Phone number	
E-mail	