



6229 West Gore Blvd Lawton, OK 73505
580-536-VETS www.hergah.com

At Hergenrether Animal Hospital we value every relationship. We appreciate your opinion and welcome your honest feedback. Please take a moment and let us know how we are doing and how we can improve our service.

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

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

Comments _____

Do you plan to continue bringing your pet(s) to Hergenrether Animal Hospital Yes No

If no, please share your reason for leaving Hergenrether Animal Hospital:

- Moved
- Service problem _____
- Did not like doctor _____
- Cost of care
- Did not see the same doctor each time that I visited
- Other _____

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

3. Was our staff courteous and genuinely concerned with your pet's health? Yes No

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

5. Do you feel that you and your pet received quality professional care? Yes No

6. Did you receive adequate home care instructions? Yes No

7. Would you recommend Hergenrether Animal Hospital to your friends? Yes No

8. How could we improve our hospital's service?

Thank You for Your Feedback!

If you would like us to contact you, please provide:

Name _____ Daytime phone (_____) _____

Please mail or fax your survey to (580) 536-8391.

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Please seal with tape or staple. Thank you!

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