



Animal Specialty Group

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
 - Dr. Kirk Wendelburg
 - Dr. Steve Bilbrey
 - Dr. Michael Huber
 - Dr. Adam Strom
 - Dr. Anna Aman
 - Dr. Daniel Jankovits
 - Dr. Richard Wong
 - Dr. Ricardo Sanchez
- Neurology
 - Dr. Stacey Sullivan
 - Dr. Megan Steele
- Oncology
 - Dr. Mary Kay Blake
- Radiology
 - Dr. John Amann
- Physical Rehabilitation and Alternative Medicine
 - Dr. Joanne Bak
- Internal Medicine
 - Dr. Emilie Chaplow
 - Dr. Rhonda Schulman
 - Dr. Mickila Collins
 - Dr. Timothy Hui
- Emergency / Critical Care
 - Dr. Brian Young
 - Dr. Andreas Andreou
 - Dr. Emily Coddon
 - Dr. Michael Becker
- Staff Veterinarians
 - Dr. Crystal Feingold
 - Dr. Mishka Gonsalves
 - Dr. Lindsay Heath
 - Dr. Roubina Honarchian
 - Dr. Kyle McAleenan
 - Dr. Susanna Osmundson
 - Dr. Danielle Sawyer
 - Dr. Diane Tang
 - Dr. Priyanka Thakkar

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

Did the doctors who cared for your pet appear knowledgeable, professional and compassionate?

1	2	3	4	5	6
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Comments:

Did the doctors answer your questions clearly?

1	2	3	4	5	6
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Comments:

Were you given treatment options that were clear and made sense?

1	2	3	4	5	6
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Comments:

Doctors must spend an appropriate amount of time with each patient and some consultations can extend longer than expected.

In light of this, were the doctors timely in attending to you and your pet? If there was a significant delay, were you kept informed of the situation?

1	2	3	4	5	6
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Comments:

Did the technical staff appear knowledgeable and caring?

1	2	3	4	5	6
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Comments:

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Was the reception staff courteous, prompt, compassionate and attentive?

1	2	3	4	5	6
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Comments:

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Was your pet's hospital discharge process informative and thorough?

1	2	3	4	5	6	NA
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Comments:

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Was daily communication appropriate and compassionate?

1	2	3	4	5	6	NA
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Comments:

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

If there were any questions about charges or services, were they answered to your satisfaction?

1	2	3	4	5	6
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Comments:

Was there anyone in our staff that you feel deserves special recognition or that you feel needs improvement.

Comments:

Can you give us any recommendations to improve our services for you, your pet, and your general practice veterinarian?

Client surveys will be collected and evaluated weekly by the hospital administrator and hospital medical director. If you would like a call, please indicate below.

Name (optional): _____ Date: _____

Please contact: yes ___ no ___

Phone number _____ - _____ - _____

E-mail _____