



Jeffery D. Bunn D.V.M.

Stephanie S. Rubie D.V.M.

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We know first impressions are important and we would appreciate your initial impression of our practice.

1. When you called for an appointment, was your phone call handled in a courteous and professional manner?
2. At the time of your appointment, were you greeted in a courteous manner?
3. Was the hospital and its surroundings neat and clean?
4. Do you find our Web site (www.equinemedical.com) helpful?
5. Were you kept waiting too long in the reception area or too long waiting for our doctor at your stable?
6. Did the doctor explain your horse's condition satisfactorily?
7. Did the doctor spend?
 - a. About the right amount of time with you.
 - b. Too little time with you.
 - c. Too much time with you.
8. Were our fees and billing procedures explained satisfactorily?
9. Does any member of our staff stand out in your mind? Who and why?
10. Please let us know how you heard about our practice; If it is a friend or relative, we want to be sure to thank them!
11. Please use this space and the back for any comments and/or suggestions you have that will help us to serve you better.

Thank you for taking the time to express your opinion; it will help us provide the type of service you expect and deserve.