

Northwood Animal Hospital



Date of Survey: Sep 22, 2018

First name: Chris Last name: Mullen Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

3 - Neutral

The Veterinarian listened to my concerns and answered my questions.

2 - Disagree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

3 - Neutral

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: You guys are wonderful, w/ dog and human alike. I do feel I need to say that on this visit, we weren't told in advance that no vet would be available (dogs were there for shots), and thus no one could look at a growth on Luka that's been of concern.

Northwood Animal Hospital



Date of Survey: Sep 23, 2018

First name: Debra Last name: McKinney Email: m

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Everyone was extremely helpful and caring.

Northwood Animal Hospital



Date of Survey: Sep 24, 2018

First name: Judy last name: White Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	0 - N/A
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: I love Northwood Animal Hospital. Dr. Slivka is a wonderful veterinarian and was so gentle with my Katie 3. The staff is always friendly and talks to Katie when we come in.

Northwood Animal Hospital



Date of Survey: Sep 24, 2018

First name: last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	0 - N/A
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Sep 24, 2018

First name: JAMIE last name: EASTER Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: THIS VET IS GREAT BEEN COMING FOR YEARS

Northwood Animal Hospital



Date of Survey: Sep 24, 2018

First name: last name: Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Very friendly staff. You can tell that all of the employees are compassionate and big time animal lovers. My kitten had the best care and attention from all the staff even while waiting for our appointment.

Northwood Animal Hospital



Date of Survey: Sep 26, 2018

First name: Last name: Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

4 - Agree

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

9

Comments: Provided us with the best care possible! Even though there were some issues with my pets, professionalism was maintained and the best solution was used. Will be bringing my pets back!

Northwood Animal Hospital



Date of Survey: Sep 26, 2018

First name: Teri Last name: Gregory Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

1 - Strongly disagree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Not only do you take care of the health needs of my fur babies, but you take care of the fur baby parents also. You always make sure we understand feeding, health issues, and have all our concerns answered. Even being told we are doing a good job.

Northwood Animal Hospital



Date of Survey: Sep 27, 2018

First name: Paul Last name: shinn Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Sep 27, 2018

First name: Rosemary& Steven Last name: Church Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

4 - Agree

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

4 - Agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

4 - Agree

The Veterinarian listened to my concerns and answered my questions.

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: We just moved (last week) from Michigan to High Point NC. My neighbor recommended Northwood for my English Bulldog. We are very pleased with NAH !

Northwood Animal Hospital



Date of Survey: Sep 28, 2018

First name: Last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	0 - N/A
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Sep 28, 2018

First name: Elisabeth Last name: Fisher Email:

Phone: _____

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Of all the vet offices I have been to over the years, Northwood was the friendliest, the funnest, and the most professional. I instantly knew I would love it there and met all the employees who were nothing but kind and fawned over my kitten.

Northwood Animal Hospital



Date of Survey: Sep 29, 2018

First name: Cheryl joanne Last name: Cagle Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

2 - Disagree

How likely is it that you will recommend us to a friend or colleague?

8

Comments: Over all it was a great experience, just PRICEY

Northwood Animal Hospital



Date of Survey: Sep 30, 2018

First name: Last name: Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

4 - Agree

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

4 - Agree

The healthcare team treated you and your pet with care and compassion.

4 - Agree

I clearly understood everything I learned in the visit and have no additional questions.

4 - Agree

The Veterinarian listened to my concerns and answered my questions.

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

4 - Agree

How likely is it that you will recommend us to a friend or colleague?

5 - Neutral

Comments:

Northwood Animal Hospital



Date of Survey: Sep 30, 2018

First name: Anne Last name: Manor Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	9

Comments: Your staff is very thorough, but we don't have the funds for all the suggestions for our pets. We would prefer just their necessary shots and wellness checks, rather than all the tests/medicine recommended. Otherwise it was a very caring environment.

Northwood Animal Hospital



Date of Survey: Sep 30, 2018

First name: Victoria Last name: Harden Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Always a great experience!

Northwood Animal Hospital



Date of Survey: Sep 4, 2018

First name: last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	2 - Disagree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Sep 4, 2018

First name: last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	2 - Disagree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Sep 9, 2018

First name: Last name: Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Sep 9, 2018

First name: Linda Last name: Peronto Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

4 - Agree

The healthcare team treated you and your pet with care and compassion.

4 - Agree

I clearly understood everything I learned in the visit and have no additional questions.

4 - Agree

The Veterinarian listened to my concerns and answered my questions.

0 - N/A

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

4 - Agree

How likely is it that you will recommend us to a friend or colleague?

8

Comments: We always feel Cabo is safe and happy when we leave him n you care.

Northwood Animal Hospital



Date of Survey: Sep 10, 2018

First name: Valerie Last name: Tolbert Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: We have always for years received excellent care from Northwood! They have always put our Cassie and Tanner first in their care for them. We lost our Cassie last week and the Northwood team was excellent in assisting our family in our loss.

Northwood Animal Hospital



Date of Survey: Sep 12, 2018

First name: Keri Last name: Vivona Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: They are always wonderful with my very excitable and large puppy. They give great information that is understandable to the normal person.

Northwood Animal Hospital



Date of Survey: Sep 13, 2018

First name: Sandra Last name: Young Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

4 - Agree

The Veterinarian listened to my concerns and answered my questions.

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Friendly, professional staff.

Northwood Animal Hospital



Date of Survey: Sep 13, 2018

First name: Robin Last name: Clark Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: I HAVE BEEN BRJNG HAPPY WATER TO NAH SINCE I GOT HER BACK IN 2010 ... I WILL NOT TAKE HAPPY ANYWHERE ELSE ... THEY LOVE THEIR CLIENTS & THE ANIMALS SO MUCH ... THANKS

Northwood Animal Hospital



Date of Survey: Sep 14, 2018

First name: Kim Last name: Sims

Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Excellent service.

Northwood Animal Hospital



Date of Survey: Sep 18, 2018

First name: Leah Last name: Lessard Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	0 - N/A
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Boone is always loved and taken such good care of! Such a trusting and loving environment, I would recommend to everyone!

Northwood Animal Hospital



Date of Survey: Sep 18, 2018

First name: Leah Last name: Lessard Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Boone is always loved and taken such good care of! Such a trusting and loving environment, I would recommend to everyone!

Northwood Animal Hospital



Date of Survey: Sep 19, 2018

First name: Stacyann Last name: Strouse Email:

Phone:

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Excellent care and service provided to my fur babies!

Northwood Animal Hospital



Date of Survey: Sep 19, 2018

First name: Sarah last name: Smithling Email: [redacted]

Phone: [redacted]

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	4 - Agree
The Veterinarian listened to my concerns and answered my questions.	4 - Agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	0 - N/A
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Everyone is very friendly. I got good recommendations of what tests/vaccines were needed and which were less necessary.

Northwood Animal Hospital



Date of Survey: Sep 19, 2018

First name: last name: Email: [redacted]

Phone: [redacted]

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	4 - Agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	4 - Agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	9

Comments:

Northwood Animal Hospital



Date of Survey: Sep 19, 2018

First name: Stacyann Last name: Strouse Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Excellent care and service provided to my fur babies!

Northwood Animal Hospital



Date of Survey: Sep 20, 2018

First name: Mary Last name: Limbach Email:

Phone: _____

Question

Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: