Veterinary Visit Communication Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about your most recent routine visit to the named veterinary practice during the past seven days. All questions are optional. Please avoid pet or staff names, medical details and private records. Use the clinic’s direct contact route for care questions or urgent concerns; this feedback form does not provide veterinary advice.

1. How clearly did the team explain the purpose of the visit?

- ○ Very clearly
- ○ Somewhat clearly
- ○ Neither clearly nor unclearly
- ○ Somewhat unclearly
- ○ Very unclearly
- ○ I did not need an explanation
- ○ Not sure

2. How easy was it to raise the questions you wanted to ask?

- ○ Very easy
- ○ Somewhat easy
- ○ Neither easy nor difficult
- ○ Somewhat difficult
- ○ Very difficult
- ○ I had no questions
- ○ Not sure

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3. How understandable was the language the team used?

- ○ Very understandable
- ○ Somewhat understandable
- ○ Neither understandable nor difficult
- ○ Somewhat difficult to understand
- ○ Very difficult to understand
- ○ Not sure

4. How clear were you about the roles of the team members you spoke with?

- ○ Very clear
- ○ Somewhat clear
- ○ Neither clear nor unclear
- ○ Somewhat unclear
- ○ Very unclear
- ○ Not sure

5. After the visit, how clear was it whom to contact with a follow-up question?

- ○ Very clear
- ○ Somewhat clear
- ○ Neither clear nor unclear
- ○ Somewhat unclear
- ○ Very unclear
- ○ I did not need a follow-up contact
- ○ Not sure

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6. What did the team do that helped you understand the conversation?

7. What one communication change would improve a future visit?