

New England Equine Practice, P.C.
2933 Route 22
Patterson, NY12563
Phone: 845-878-7500 Fax: 845-878-7562

Thank You for visiting New England Equine Practice. We hope that you received comprehensive care for your horse. To ensure customer satisfaction, we ask that you fill out this survey about your experience and send it to us. It can also be completed on the website at neequine.com, if you click on the survey document in the forms section.

	Excellent	Very Good	Satisfactory	Poor	Very Poor
Please rate the admitting process	1	2	3	4	5
How was our facility in terms of cleanliness	1	2	3	4	5
Please rate the staff service and knowledge	1	2	3	4	5
Please rate the pick-up process	1	2	3	4	5
Please rate the billing process	1	2	3	4	5

	Yes	No
Were you satisfied with the service from our staff, veterinarian and overall quality of your visit?	Y	N
Would you recommend our facility to others?	Y	N
Did we explain things in a way you could understand?	Y	N
Did we spend enough time with you at this visit to discuss the problem?	Y	N
Did the front office staff meet and greet you promptly and courteously?	Y	N
When you called the office did you receive help and advice efficiently?	Y	N
When you checked in, did the staff member correctly verify your billing information?	Y	N
Was your admitting and discharge process handled in a courteous and efficient manner?	Y	N

How did you hear about NEEP?

- Referral Doctor Another Client Our Website Another Website Other

Please include any additional comments below:
