

Client Survey – October 2022

What kind of farm do you have? Please select all that apply

- Small Ruminant
- Dairy Cattle
- Beef Cattle
- Hobby Farm or Homestead
 - Poultry
 - Swine
 - Bees
- Fish Farm
- Mink Farm
- Apiculture Operation
- Other: _____

What aspect of veterinary care do you currently use on your farm? Please select all that apply

- Emergency care; calvings, sick cows, etc
- Reproductive health; pregnancy checks, etc
- Udder Health; trouble shooting mastitis problems
- Calf Health; dehorning, total protein, navel assessment, housing assessment
- Product; medications
- Regulatory; export papers, CFIA health programs, ProAction, other industry auditing programs
- Diagnostics; blood samples, milk samples, fecal samples
- Herd Level Monitoring; disease surveillance, production records
- Prescriptions and Protocols
- Other: _____

How do you choose your veterinarian? Please select all that apply

- History
- Word of mouth; other people's recommendations
- Social Media
- Website
- Sponsorship of events
- Cost
- Other Advertising: _____

Please rate the following qualities and characteristics of a veterinarian/veterinary clinic on a scale of 1 to 10; 1 being completely unimportant and 10 being absolutely essential

Office Rating

- Ease of pickup and purchase of product: _____
- Ease of payment: _____
- Friendly/Knowledgeable reception: _____
- Resolution of any administrative issues: _____
- Ease of scheduling farm visit: _____
- Product availability in the office: _____
- Considerate/compassionate/caring to you: _____

On Farm Rating

- Knowledgeable regarding care of animals/farm: _____
- Knowledgeable about the industry that you work in: _____
- Personable to be around: _____
- Keeps up to date with current industry news: _____
- Brings new ideas to your farm: _____
- Points out areas of improvement within your farm: _____
- Care that is offered to you: _____
- Efficiency; on time, considerate of your schedule: _____
- Readily available by phone or in person: _____
- Product availability on truck: _____
- Availability of vets for non-scheduled appointments: _____
- Considerate/compassionate/caring for you and your animals: _____

Are there areas of improvement that you feel as though we as a clinic need to improve on?

Is there an aspect of farming you find unpleasant or feel that you need more help in?

What do you feel we as a clinic do well in?

What service would make you want to recommend us to a colleague?

Is there anything else you would like to add or any comments you have?

Name (optional): _____