



## The Opportunity Survey Tool – Practice Team Survey

Please enter your survey code (five digit code provided):

Thank you for taking time to help your practice uncover perceptions about preventive pet healthcare. This survey has been developed by the Partnership for Preventive Pet Healthcare™ to provide your healthcare team with insights regarding the everyday practice of preventive care. For the purpose of this survey, “preventive pet healthcare” is defined as the assessments and services included in routine preventive care visits at your practice, such as regular physical exams and checkups, vaccinations, and consultations or recommendations regarding general pet care and health maintenance. Please take your time and answer all questions to the best of your ability. Your responses will be combined with those of others in your practice and are completely confidential and anonymous. Thank you very much for contributing to your practice’s delivery of optimum preventive pet healthcare!

Which of the following best represents your job title?

- Veterinarian and Practice Owner
- Associate Veterinarian (not a practice owner)
- Veterinary Technician
- Office / Practice Manager
- Other \_\_\_\_\_

What types of pets does your practice treat?

- Cats only
- Both dogs and cats

How satisfied do you think your clients are with the overall level of service your healthcare team (veterinarian, veterinary technicians, office staff, etc) provides their pets on an ongoing basis?

- Very Dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Very Satisfied

Please briefly explain below.

More specifically, how satisfied do you think your clients are with the overall level of preventive care services your healthcare team provides their pets?

- Very Dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Very Satisfied

Please briefly explain below.

On average, how frequently do you think most pet owners bring their pets to your practice for routine checkups/preventive care?

- Frequently (every 6 months)
- Regularly (once a year)
- Occasionally (once every 2 years)
- Rarely (every 3-4 years)
- Never (they only bring in their pets when sick)

Is the pet owner usually in the room for the routine checkup/preventive care visit?

- Yes
- No

During a canine preventive healthcare visit to your practice, are the following services typically performed at every exam, regardless of pet age, etc?

	Yes	No	Not Applicable
Physical exam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heartworm test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal parasite test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broad-spectrum parasite control (heartworms, intestinal, fleas, ticks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pain assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental exam and recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight and nutritional assessment and/or recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up plan based on assessment and recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



During a feline preventive healthcare visit to your practice, are the following services typically performed at every exam, regardless of pet age, etc?

	Yes	No	Not Applicable
Physical exam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retrovirus test (FELV, FIV)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal parasite testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broad-spectrum parasite control (heartworms, intestinal, fleas, ticks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pain assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental exam and recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heartworm test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight and nutritional assessment and/or recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up plan based on assessments and recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>









<p>preventive care visits.</p> <p>Our healthcare team always explains to the owner what the pet's NEXT visit will entail.</p>	<input type="radio"/>						
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<p>owners before office visits.</p> <p>Our healthcare team makes a strong effort to reduce the stress experience d by dogs and dog owners during office visits.</p>	○	○	○	○	○	○	○	○
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Our healthcare team makes a strong effort to reduce the stress experienced by cats and cat owners during office visits.	○	○	○	○	○	○	○	○
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more about the well-being of the pets we treat than the money being charged for treatment.							
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preventive care visits if our practice offered more flexibility in how pet owners could pay for these services.							
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When your pet owners have a question about their pet's health, what do you think is typically the FIRST source they consult?

- Healthcare team
- Internet
- Pet stores
- Pet shelters
- Dog or cat breeder
- Friends / family
- Other \_\_\_\_\_

Which of the following do you think are most likely to negatively impact pet owners' visits to your office for preventive pet healthcare? (Check all that apply.)

- The cost of preventive care
- They feel that routine preventive care is not essential
- Their pet does not like to go to the veterinarian
- Transportation (ie, lack of transportation or they live too far away)
- They forget to schedule an appointment
- They forget about their scheduled appointment
- Other \_\_\_\_\_



What are the most common methods of communication your practice uses with your pet owners (ie, appointment reminders, pet health information, etc)? (Check all that apply.)

- Phone
- E-mail
- Text message
- Regular mail
- We don't typically communicate with our pet owners.

Thank you very much for participating! The Partnership for Preventive Pet Healthcare™ is a team of veterinary professionals, academia, and industry leaders focused on a singular mission: to ensure that pets receive the preventive healthcare they deserve through regular visits to a veterinarian. To learn more, please visit [www.pethealthpartnership.org](http://www.pethealthpartnership.org). ----- If you would like to be contacted about resources and programs available from the Partnership, please enter your e-mail address below.