



Client's Evaluation of the Clinic

Instructions:

- Please consider the following questions and circle the appropriate response as they apply to the clinic. The bolded questions ask for your overall impression of a clinic's abilities. The indented questions are meant to help guide you to an appropriate overall score.
- Questions? Talk to Steve Hines or Rachel Halsey!

Client Name:

Clinic Number and/or Name:

Clinic Members:

#1: Clinic's ability to explain at a level the client understands

Clinic's overall ability to explain at a level the client understands:	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic explain your animal's condition to you?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic use accessible language?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
For any procedures the clinic wanted to perform, did the clinic members adequately explain to you what the procedure entailed and any risks that might be involved?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic explain all costs to you?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

#2: Clinic's ability to answer questions clearly and logically

Clinic's overall ability to answer questions clearly and logically	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic members ask you if you understood what they were explaining?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic listen to your questions fully?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic members answer all of your questions?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

Did the clinic answer questions in a comfortable manner?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
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#3: Clinic's sensitivity to client concerns and issues

Clinic's overall sensitivity to client concerns and issues	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic members express concern for your situation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic remain open and non-judgmental about your situation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
If applicable, was the clinic sensitive to your financial situation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic show sensitivity when having difficult conversations regarding the well-being of your pet?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

#4: Participation of the clinic members

Overall participation of the clinic members	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did all clinic members participate equally?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did any student try to dominate the conversation?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did all clinic members communicate effectively with one another?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did it appear that the group responsibilities were shared equally among its members?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

#5: Clinic's Professionalism

Clinic's overall professionalism	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Were the clinic members professional in their interactions with you?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Were the clinic members professional in their interactions with the patient?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Were the clinic members professional in their interactions with each other?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable
Did the clinic appear to be taking the Diagnostic Challenge seriously?	Unsatisfactory	Needs significant improvement	Needs slight improvement	Meets expectations	Exceeds expectations	Not applicable

6. Concluding Comments (Some topics to consider commenting on in this space are the clinic's ability to explain at a level the client can understand, ability to answer questions logically, sensitivity, participation and professionalism. Please also feel free to comment on your experience as a client!):