



Client Follow Up Survey – Pyometra Surgery

*Everything in **black bold** is to be read out loud – **blue bold** indicates transitions scripts

Hi, my name is _____ and I'm calling from the ASPCA. I'm looking to speak with [Client's Name] about their [cat/dog] [Pet's Name]. Is he/she available?

- If yes (is client or person gets client), proceed with script.
- If no, let them know why you're calling and ask when the person might be home or available to speak and make a note in the call log.

We're conducting a survey of people whose pets had surgery at our hospital to treat an infection in their uterus. Our records show that your pet, NAME, had this surgery at our hospital on DATE. Is that correct? (*confirm our records are correct*) We're hoping to learn about the health and welfare of animals who have this surgery after they get home so that we can help other pets in the same situation. We would like to ask you a few questions about your pet and your experience. We think this will take no more than 10 minutes. All your answers are confidential. If at any time you wish to stop, we will, and you can choose to not answer any of the questions you want. Are you willing to answer some questions?

Voicemail script (first time interviewed)

Hi, my name is _____ and I'm calling from the ASPCA. I'm trying to reach [Client's Name] about your [cat/dog] [Pet's Name]. We're conducting a survey of people whose pets had surgery at our hospital. We're hoping to learn about your pet's health and welfare after they got home. I'll try calling back another time. Thank you.

For "Yes, client consents – begin survey"

Great, thank you for your willingness! Let's begin...

1. **First, is [Pet's Name] still living with you? Yes or No?**

- Yes
- No

i. **Please tell me the reason or reasons she's no longer living with you?**

- Pet died
 - When did she die?** *Try to get as specific as possible
 - How did she die?**
- Something else
 - If something else: open ended *Probe as much as possible here to get details. How long did they have her after the surgery? if they say they gave to someone else, ask if they know what is happening with pet now.

For all, Yes, pet still living with the client, proceed with questions

2. **In general, how would you say [Pet Name]'s health has been since she had surgery? Would you say Excellent, very good, good, fair, poor, don't know/not sure, prefer not to answer?**

3. ***Within the first month after she got home after surgery, did [Pet's Name] have any medical or health problems related to the surgery (for example, was there any redness, swelling, vaginal discharge or discharge where the stitches were, changes in appetite, drinking or urination, difficulty urinating or bloody urine? Did your pet feel poorly for longer than the vet said they would? Or get better then feel sick again)?***

a. No

b. Yes

- i. **Please describe the problem(s).** (open-end) probe for more information
- ii. **How long after she got home did the problem start?**
- iii. **How long did it last?**
- iv. **Did you return to our hospital where you got the surgery for the problem?**
 - o Yes
 - o No
- v. **Did you take [Pet's Name] to a different veterinarian besides the ASPCA hospital to help with the problem?**
 - o Yes
 - a. **What was the diagnosis and treatment?** (open-end)
 - o No
- vi. **Did you try to find way to help the problem in other ways, for example by looking on the internet or asking friends?**
 - o Yes
 - o No
- vii. **Did the problem resolve on its own?**
 - o Yes
 - o No
- viii. **This is still a problem that [Pet's Name] is experiencing?**
 - o Yes
 - o No

c. Don't know

d. prefer not to answer

4. **Since the first month after discharge, has PET'S NAME had any problems that you think might be related to the surgery?**

a. No

b. Yes

- i. **Please describe the problem(s).** (open-end) probe for more information
- ii. **How long did it or has it lasted?**
 - o **Is it still a problem?** Yes, No
- iii. **Did you try to get any medical help for the problem, either from the ASPCA or any other vet?**
 - o Yes
 - a. **What was the diagnosis and treatment?** (open-end)
 - o No

c. Don't know

d. Prefer not to answer

5. **Compared to the time before her surgery when she did not have infection how would you say your pet's health is, in general, now:**
 - a. Better, Worse, Same, don't know/not sure, prefer not to answer

6. **Compared to the time before her surgery, when she did not have infection, in general, would you say your pet's quality of life is:**
 - a. Better, Worse, Same, don't know/not sure, prefer not to answer

7. **Knowing what you do now, how likely would you be to have the surgery done again?**
 - a. Extremely likely, somewhat likely, somewhat unlikely, extremely unlikely, not sure, prefer not to answer

Is there anything else you would like to tell us about your pet's experience with the infection or the surgery to help heal the infection? OPEN ENDED

Thank you very much for your time! Your responses will help us learn about the impact of their surgery.

At the end of the survey enter the Client ID number and pet name in Survey Monkey.