



LIGHTHOUSE
VETERINARY
PERSONNEL
SERVICES

EMERGENCY PRACTICE FEES AND POLICIES OF LIGHTHOUSE VETERINARY PERSONNEL SERVICES® - 2024

Lighthouse provides relief veterinarians to emergency practices. Our doctors are **not emergency medicine specialists**. However, we do make an effort to select veterinarians that we feel will perform well in the emergency practice environment.

FEES

1. Work performed at emergency practices will be charged at a premium of \$50.00/billed hour applied to our normal hourly relief rate, as indicated in our normal fee schedule. Trip charges are assessed in the normal fashion.
2. All fees (trip charge, hourly rates, and cancellation fees) associated with holidays shall be charged at the following multiple to their normal rates **if any part of the scheduled shift falls on the holiday**.
 - a. 1½ times normal rates: Easter, July 4th, Labor Day, Memorial Day
 - b. 2 times normal rates: Christmas, Thanksgiving, New Year's Day
3. Actual work performed on a holiday as a result of "running over" on a scheduled shift immediately preceding the holiday hours will be billed at the applicable holiday rate, while the rest of the normally scheduled hours will remain at the rate appropriate for the scheduled day.
4. Should a relief day be cancelled by either the relief client or Lighthouse, there is no truly adequate way to replace revenues lost. Attempts to calculate actual damages could potentially be adversarial and inaccurate. Further, not all cancellations are the same, as those related to individual personnel are often unavoidable while other cancellations are business decisions. As such, both parties agree that while cancellation fees and credits are not a perfect solution, they are a mutually acceptable remedy for loss due to cancellations.

Personnel Related Cancellations: The increased focus on public health has certainly decreased tolerance of coworkers with potentially infectious disease. Other personal issues such as family illness, bereavement leave, transient medical conditions, and transportation issues including extreme weather create situations when one must miss work. While disruptive, these expectations and tolerances are the new normal in business. A cancellation fee of \$400 per day has been adopted for both client and Lighthouse personnel related cancellations up to 14 days preceding a booking.

Business Related Cancellations: These are situations not wholly related to an individual. Examples include a system failure causing Lighthouse to mistakenly accept a booking or a miscommunication with an associate regarding their schedule. Also included would be the client's decision to cancel a relief booking because of inadequate appointment numbers, reduced support staff, or the return to work of other doctors. In these situations a \$400 per day cancellation fee will apply to client or Lighthouse cancellations 7-14 days prior to the booking, and a \$1,000 fee shall apply for client or Lighthouse cancellations up to 7 days prior to the booking.

Timing: Cancellations must be received by 5:00 p.m. either 7 or 14 days before the booking. Regular business days are Monday through Friday except for holidays. Cancellations occurring after 5:00 p.m. on the regular business day immediately preceding the booking are the most impactful to both Lighthouse and the client. While these situations are sometimes unavoidable from the personnel standpoint, repeated business related cancellations can impact Lighthouse's ability to find relief doctors to support the client. Cancellation fees are billed or credited to the client's account as appropriate.

POLICIES

SCHEDULING

Emergency hospital coverage is arranged on a shift-by-shift basis due to the predictable conflicts with our associates' personal schedules and to allow communications with multiple associates. This process often takes 1-2 days, and sometimes longer.

WORK AGREEMENT AND LIABILITY FOR PAYMENT

Lighthouse performs work only for the emergency practice and not for the individual veterinarian for whom they may be covering. As such, the Work Agreement exists between, and must be executed by, Lighthouse and the emergency practice.

OTHER POLICIES

Please see the Lighthouse Veterinary Personnel Services Policies for further information on non-fee issues such as billing, payments, and scheduling. All items not specifically addressed in this Emergency Practice Fees and Policies statement shall default to our Policies.
