



EMERGENCY CLINIC FEES AND POLICIES OF LIGHTHOUSE VETERINARY PERSONNEL SERVICES® - 2019

Lighthouse provides relief veterinarians to emergency clinics. 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 clinic environment.

FEES

1. Work performed at emergency clinics will be charged at a premium of \$25.00/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. Cancellations - Should a relief day be cancelled by either the relief client or Lighthouse, there is no truly adequate way to replace revenues lost for the day. It is difficult to assess the damages caused by cancellations as both parties have ways to mitigate costs. Any attempt to calculate actual damages would be time consuming, adversarial, and frequently inaccurate. As such, both parties agree that while a cancellation fee is not a perfect solution, it is a practical and mutually acceptable remedy for loss due to cancellation.
 - a. Client Cancellations: Should the need arise to cancel a relief booking, please call immediately. There will be a **\$200 cancellation fee for all emergency shifts cancelled regardless of the amount of notice given**.
 - b. Lighthouse Cancellations: Lighthouse does not overbook, and our relief associates are selected with dependability in mind. Unfortunately personal emergencies, sickness, transportation and weather problems, as well as the rare communication breakdown, do occur and may require cancellation of relief coverage on short notice. In the unlikely event that any of the aforementioned scheduling problems occur, Lighthouse will credit the client's account with the same \$200 per emergency shift fee.
5. While stated in the normal Policies, other fees associated with emergency clinics are as follows:
 - a. Placement fee of \$30,000 per doctor
 - b. Cancellation fee of \$200/shift when cancelled

POLICIES

SCHEDULING

Emergency clinic 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 clinic 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 clinic.

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 Clinic Fees and Policies statement shall default to our Policies.