



Non-Standard Office Closure Policy *Effective August 1st, 2020*

IndeVets puts the safety of our veterinarians and Partner Hospitals as a top priority. As such, in cases of non-standard office closures due to Power Outage, Inclement Weather, or some other reason, we abide by the following rules and regulations:

Inclement Weather

- Partner Hospitals **will not** be charged for scheduled hours if they decide to close entirely. They will not be charged for unworked hours in the case of a delayed opening or early closure.
- The Partner Hospital should contact the Scheduling Manager as soon as a decision is made to close entirely, delay opening, or close early:
 - (833) 463-3838, Extension 1
 - Scheduling@IndeVets.com
 - **The Scheduling Manager will notify the doctor(s) affected by the change in the cases of closing entirely and delayed openings**
- If a doctor is unable to make a shift due to inclement weather, the Scheduling Manager will let the Partner Hospital know as soon as possible
 - All attempts will be made to find a doctor in closer proximity to the hospital who can safely cover the shift
 - Should this not be possible, the hospital **will not** be charged for the shift
- It is up to the doctor's discretion as to whether they feel comfortable staying to complete a shift when inclement weather begins while they are already at the hospital.
 - Should they decide to leave early, the hospital **will not** be charged for any hours not worked.

Power Outages

In the event of a power outage in which no work can be performed the Partner Hospital should contact the Scheduling Manager as soon as a decision is made to close entirely, delay opening, or close early:

- (833) 463-3838, Extension 1
- Scheduling@IndeVets.com

- **The Scheduling Manger will notify the doctor(s) affected by the change in the cases of closing entirely and delayed openings**

In all cases, the default position is that doctor remains at work and wait for power to return, unless instructed by either the Partner Hospital or the Scheduling Manager to do otherwise.

Depending on the severity and length of the outage, the Partner Hospital or IndeVet management may:

1. Send doctors home early; or
2. Send doctors home early and require doctors to return to work the same day if power is restored.

Doctors will complete all medical records by the close of business that day. If the doctor is unable to complete the medical records electronically, they will fill out paper records before leaving for the day.

Partner Hospitals are still financial responsible for the full scheduled shift.

COVID-19

Please refer to the *Guidelines for IndeVets Practicing During COVID-19 Transition Phases* for specific information regarding practicing during COVID-19.

In Summary

If there are other closures that occur that do not fall into the scenarios above, please contact the Scheduling Manager immediately.