



NCORS GENERAL POLICES 2024

North Central Ohio Relief Services is a d.b.a for HoosierVet, LLC and will be referred to as “NCORS” in this document. The intention of this document is to outline general work policies for relief work that is contracted for by clinics. If, after reading through these policies, there are still questions regarding what is expected or required – please let us know over email or by phone.

Rates and Tax Status:

NCORS invoices fees based on hourly rate. Breaks/lunches are deducted. Hourly rates are charged by the quarter hour. Daily schedules and hours will be agreed upon prior to scheduling veterinarians. We function as independent contractors. As such, **you do NOT pay any payroll taxes on our fees.** Some or all of our fees may be subject to state sales tax, which will be reflected in our invoice. HoosierVet is a limited liability company (LLC), domiciled in Ohio and our tax payer ID number or a W9 tax form can be provided if needed. We recommend that you consult your accountant about questions regarding payments to HoosierVet, LLC.

Policy and Fee Changes:

NCORS modifies fees and policies annually to reflect changes in the veterinary marketplace. The annual fee and policy adjustment should be anticipated and will be in effect for all work performed as of January 1 of the New Year.

Occasionally a change in the economy or in workload has created the need for mid-year fee and/or policy adjustments. Any such adjustment will have an effective date of no less than six weeks from notification (mailing) date. While we realize that this could create a fee change for an existing booking, it allows NCORS the flexibility to stay competitive in the marketplace and to maintain a staff of experienced relief veterinarians.

Pre-Service Screening:

- A **Client/Clinic Information Sheet** is a form that will be sent to all clients when they schedule their first bookings with NCORS. This form can be periodically updated as the need arises. The questions asked are designed to help our doctors have a better understanding of your practice policies and key issues of importance to you and your staff. All information supplied to us will be held in confidence.
- A **Work Agreement** will be sent to all clients after they have scheduled their first bookings with NCORS. This is an important document for both NCORS and our clients in that it defines and formalizes our business relationship. Its purpose is to define our working relationship while not agreeing to any specific relief dates or promising any future work by either party. The Work Agreement needs to be completed only one time and will remain in force for all work performed thereafter **unless there is a change of practice ownership. When a practice sale has occurred, NCORS must be notified and all future bookings that were scheduled by the former owner will be canceled. A new Work Agreement must be signed by a legal representative of the new business prior to the confirmation of any bookings by the new owner.** This document must be on file before any relief dates can be confirmed.

Billing and Payment:

- Invoice periods end on the 15th and the last day of each month. Invoices are then emailed within approximately 5 days. Please be sure we have the appropriate email address for billing on file. Charges will be itemized for the client's review.
- Payment is due upon receipt of the invoice within fifteen days.
 - If payment is not received within fifteen days of receipt, an interest fee of five percent (5%) will be charged and a second invoice reflecting this will be emailed to the client.
 - If payment is not received within 30 days of receipt, an additional interest of five percent (5%) will be charged on the total of the second invoice and a third invoice reflecting this will be emailed to the client.
 - If no payment is received within 45 days of the first invoice being received, all future scheduled bookings will be cancelled until payment is received.
- At our discretion, NCORS may require advance payment for large bookings, new accounts, or past-due accounts. If payment is delayed for any reason, please contact us immediately.

Basic Fee Schedule:

- Work will be billed at a rate of \$155/hour for Monday-Friday during the week.
- NCORS recommends an unpaid break for lunch on any relief shift that is longer than five continuous hours. The maximum length for an unpaid lunch is one hour. Whenever a lunch break is given, whether it's fifteen minutes or a full hour, it will be deducted from the total billing for the day.
- Fees will be calculated on the quarter hour.
 - For example: if a booking is made for 8 AM to 5 PM, that is a 9 hour booking with 9 billable hours.
 - But if the veterinarian stays longer to care for a patient, to finish charts or complete any other work, additional time will be charged for.

If the doctor works from 8:00 AM until 5:45 PM, that is 9 hours and 45 minutes that will be billed for.

- Any unpaid break will be deducted from the total billable hours. If the veterinarian works from 8:00 AM until 5:45 PM but was able to lunch for 30 minutes that day, then 9 hours and 15 minutes will be billed for.
- Weekend rates are \$195/hour for work on Saturday or Sunday if you are booking less than a 7 hour day.
- If you are booking a full day for a Saturday or Sunday, then the rate is \$175/hour.
- Holiday rates can be discussed on a per day basis. Holidays include Christmas Eve and Day, New Year's Day, Thanksgiving, Easter Sunday, Memorial Day, Labor Day and the Fourth of July.

Promptness and Professionalism:

Punctuality and responsibility are among the most important criteria we uphold as part of our standards. Because of this, every effort will be made to ensure that our veterinarians arrive at work with ample time left to be shown around the clinic and meet staff. Unfortunately, weather conditions and traffic congestion cause delays. Every attempt will be made to contact you should it appear that the NCORS veterinarian is going to be more than 15 minutes late. It is suggested that at least 15 minutes be allowed before calling NCORS if a doctor is running late.

NCORS doctors are expected to present themselves in a professional manner. This includes dress and cleanliness. If a white coat is the standard in your clinic, our doctor will meet that standard. If the standard is more casual, that is acceptable as well. Our veterinarians will make every effort to manage themselves in a professional and courteous manner.

Scheduling:

Bookings are accepted on a first-come, first-served basis. NCORS may require accounts to be current before accepting additional bookings. Prompt booking is recommended once your relief requirements have been established.

Schedules will be emailed to the clinic at the beginning of the month for the following month's bookings and then again every month thereafter, or more frequently if changes are made. It is the responsibility of the client to check your schedule and notify NCORS promptly if you did not receive your schedule, if you need to adjust your schedule, or if there is any inaccuracy in your schedule. Please feel free to call or email and confirm assignments within two weeks of the confirmed dates.

Cancellations:

Cancellations may happen and it is understood that cancellations entail revenue loss for the client, the veterinarian and for NCORS. It is understood that there is no truly adequate way to replace the revenues lost. For this reason, at this time, NCORS does not charge a cancellation fee, unless the cancellation is within 24 hours of the booking.

If for some reason, you as the clinic owner/operator/manager need to cancel our services, we ask for a minimum of 72 hours' notice. NCORS understands that sometimes this is not possible, but if it is, the expectation is that we are informed in a timely manner. A call or an email is acceptable. If you cancel your booking within a 24 hour window of the scheduled work hours, there will be a \$350 cancellation fee.

NCORS will make every effort to give the earliest possible notice if a veterinarian cannot uphold their commitment due to an unforeseen circumstance (personal illness or injury, if there is an unforeseen, family emergency, extreme weather making commutes un navigable, etc.). NCORS will call and let you know as soon as possible.