

# WellHaven's Relief DVM Resource Guide

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Relief DVMs are essential to our teams and patient care. This guide provides key instructions, best practices, and instructions for scheduling and working with Relief DVMs. Plan ahead, as Relief DVMs generally book their schedules months in advance—we should, too! Remember, if coverage isn't secured, contact your Med Ops Team partner for staffing assistance!

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## Relief DVM Overview

Training: Hiring Relief DVMs & Navigating Knowledge Base Resources

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## Internal Relief DVMs

### Why Start with Internal Relief DVMs?

- We aim to fill DVM schedules, so please seek Internal Relief **before** contacting external services.
- An internal relief day is less expensive than contracting with a premium relief vendor or services (for example: Holiday Vet, Roo, etc.)
- It is generally the case when using Internal Relief your practice's daily revenue, and resulting profit will exceed that of external relief options, making internal relief more financially beneficial for your practice.
- Your clients are already familiar with your internal DVMs, which increases the likelihood that they will schedule appointments and approve recommendations without hesitation.

### Where to find Internal Relief DVMs

- Reach out to Sister Hospitals [Contact by Location](#) 
- Reach out to your Med Ops Partner
- Reach out to [HR@wellhaven.com](mailto:HR@wellhaven.com)

### Internal Relief Program

[Internal Referral Program](#) 

### How to pay Internal Relief DVM Shifts

Internal Relief Days must be submitted using the [Personnel Action Form](#). The Practice Manager (PM) is responsible for submitting this form. Detailed instructions are in the [Payroll - Timelines, Requirements, and Resources | WellHaven Knowledge Base](#).

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## External Relief DVMs - Independant Contractors

### Where to Find External Relief DVMs

- All of our External Relief DVM Rosters are now in ClearCompany!
- Go to "All Requisitions" on your requisitions page to see your market's External Relief DVM Roster.

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- Reach out to HR for assistance: [HR@wellhaven.com](mailto:HR@wellhaven.com)

### Best Practices for Hosting Relief DVMs

[Best Practices for Hosting a Relief DVM](#) 

### External Relief Bonus Program

[External Relief Bonus Program](#) 

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## Third-Party Vendors & Posting Shifts (External Relief)

### Relief Rover/Hound:

There is a Small Fee for the first booking of a relief DVM. After that, we can book the DVMs directly without any vendor fees.

#### Required Documentation for Relief Rover Vet:

- State veterinary license
- Proof of liability insurance coverage
- Business license (LLC, sole proprietorship, etc.)

- **Required for ONLY Washington State DVMs**
- [ACH Electronic Payment Form](#) 
- [W9 Form](#) 

Contact: Meaghan McElroen [meaghan@hound.vet](mailto:meaghan@hound.vet)

- [Relief Rover Shift Posting Assistance](#)
- [Scout Cheat Sheet](#) 
- [Copy/Paste Message Templates](#) 

## IndeVets:

*IndeVets is available in Arizona, Denver, Minnesota, and the newly added Oregon & Washington Markets!*

### Required Documentation for an IndeVets DVM:

- State veterinary license

If you haven't already, please contact your regional contact to be set up on the IndeVets website.

### [IndeVets Digital Brochure](#)

Contact for Colorado & Minnesota: **Ericka Queen** - [ericka.queen@indevets.com](mailto:ericka.queen@indevets.com) - 267-341-0982

Contact for Arizona: **Dalton Young** - [dalton.young@indevets.com](mailto:dalton.young@indevets.com) - 267-508-3365

Contact for Oregon & Washington: **Andrew Hebert** - [andrew.hebert@indevets.com](mailto:andrew.hebert@indevets.com) - 207-423-1700


## roo:

*Services available in AZ, CO, MN, NV, OR, and WA*

### Required Documentation for a roo Vet:

- State veterinary license
- Proof of liability insurance coverage

Instructions on how to use:

- **You should have received an email with logins and an invite for an onboarding call with Roo. You must complete the onboarding call before you can post any shifts to the site.**
- [WellHaven Onboarding Deck - Roo Q1 2025.pdf](#) 

## Holiday Vets:

### [Holiday Vet Contact Info and Map of Coverage](#)

### Required Documentation for a Holiday Vets:

- State veterinary license
- Proof of liability insurance coverage

## Process:

- **Before requesting any shifts with Holiday Vet, please complete the New Clinic Profile. [New Clinic Profile](#)**
- After you have completed the **new clinic profile**, and when you need a shift covered, you can email relief requests to [relief@holidayvet.com](mailto:relief@holidayvet.com). Holiday Vets will load them into our scheduling platform for doctors to view.
- Doctors can easily claim shifts using their phone apps, and Holiday Vets will be notified of their interest.
- Holiday Vets will contact the person who sent the original email request to confirm that the original date/shift is still needed.
- If the shift is still needed, Holiday Vets will confirm the doctor and send you their license information, and you'll be all set!
- If the date/shift is no longer needed, Holiday Vets will let the doctor know. There is no charge or penalty for rejecting unconfirmed shifts.
- Please let Holiday Vets know **as soon as possible** if you no longer need previously requested dates/shifts so they may remove them from their calendar.

## Vendor Cancellation Policies:

[Cancellation Policies for 3rd Party Relief Vendors.pdf](#) 



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## Required Documentation (External Relief)

### Required Documentation for Relief DVMs

For all Relief DVMs **not classified as internal employees**, including those contracted through third-party vendors, the following documentation must be collected **and submitted to WellHaven prior to any services being rendered**:

#### Required:

- State veterinary license
- Proof of liability insurance coverage
- Business license (LLC, sole proprietorship, etc.)
  - **Required for ONLY Washington State DVMs**
- [ACH Electronic Payment Form](#) 
  - The ACH form is only needed for Relief Rover DVMs and the new Independent External Relief DVMs. All other third-party vendors pay the DVM directly.
- [W9 Form](#) 
  - The W9 form is only needed for Relief Rover DVMs and the new Independent External Relief DVMs. All other third-party vendors pay the DVM directly.
- Invoice (See next tab for more information)

#### Even if the Relief DVM appears on the ClearCompany roster, please note:

- We may not have all their updated documentation on file.
- Documentation (e.g., licenses, insurance) **expires annually**, and it's best practice to request updated documents directly.

**Always verify and collect current documents before their scheduled shift to ensure compliance and minimize**

delays in payment.

**Optional but helpful items to request:**

- DEA license (if applicable)
- Resume/CV or documentation of qualifications
- Invoice (at the time services are provided)
- Contact information (including phone number and email address)
- What is your hourly rate?
- Where are you located, and how far are you willing to travel to a hospital?
- Do you primarily handle surgeries, medical appointments, or both?

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## External Relief DVM Invoicing

### External Relief DVM Invoice Submission Guidelines

Relief DVMs must submit invoices directly to **Accounts Payable** at [accountspayable@wellhaven.com](mailto:accountspayable@wellhaven.com) for timely payment. **PMs or PDs** must review and verify hours and pay rates before processing—please watch for approval requests.

**Relief Vet Invoice** 

### Key Reminders:

- **Be sure to note which hospital they worked for on the invoice.**
- **Remind the Relief DVM to supply an ACH form if they haven't already.** [ACH.Electronic Payment Form](#) 
- **Do not split time between months** on invoices. Keep all work within the same month on a single invoice to streamline processing and ensure accurate payment.
- **Submission & Payment Schedule:**
  - Invoices are accepted weekly from **Monday to early Friday morning**.
  - Payments are issued on **Friday or Monday of the following week**.

If you have any questions, contact **360-768-1849** or email [accountspayable@wellhaven.com](mailto:accountspayable@wellhaven.com) within **48 hours of service completion**.

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