



MEMO

Date: July 31, 2024

To: All WellHaven Salaried Doctors

From: Jenni Jones, CEO

Topic: Enhanced terms for Internal Relief Days (IRD)

Since rolling out our Internal Relief Day (IRD) program, we have heard feedback and as a result have made enhancements to the way production and IRD compensation pays. This update provides upside for everyone. Doctors will receive the production earned **and** the IRD pay, and our patients receive the best care possible from our own great doctors. Your feedback allowed us to make a positive change to this program – thank you for being open and sharing with us.

Previous Policy: Initially, any payments received for working extra shifts were included as part of the compensation used in the quarterly production calculation.

Enhanced Policy: Now, the compensation earned for taking in an Internal Relief Day (IRD) will no longer be subtracted from your quarterly production payout. This change ensures that you receive all the benefits. You will continue to earn production on an IRD, **and** the daily rate for the IRD will not reduce your quarterly production payout in any way.

Please see the table below for how payout will work (assuming \$4,000 of production and an 8+ hour day):

Production	\$4,000
Production %	20%
Production Earned *	\$800
IRD Full Day Pay	\$1,000
Total Compensation earned *	\$1,800

*Dependent on being eligible for production payout at the end of the quarter

This means you will earn pure production for any IRD shifts plus the guaranteed daily rate!*

The Enhanced terms for Internal Relief Days will be in effect **backdated from 7/1/2024 through 12/31/2024.**

This message is being shared with all WellHaven DVMs, you're encouraged to follow up with your DVM team for clarifications, etc.



Well People



Well Pets



Well Practice



Well Community



Frequently Asked Questions:

What is an Internal Relief Day?

- Any shift picked up beyond the standard schedule as outlined in the doctor's offer letter. These are broken up into 2 separate categories:
 - Full Day: 8+ hours
 - \$1,000
 - Partial Day: Between 4 and 7 Hours
 - \$500

Who is eligible?

- All salaried W2 Doctors (Principal and Associate Doctors)

Is it a requirement to participate in this program?

- Picking up additional shifts will continue to be voluntary.

Can I pick up an extra shift at my home hospital?

- Internal Relief Day shifts can be at the doctor's home hospital or another WellHaven hospital.
- These days will typically be reserved for coverage for when a normally scheduled doctor is out of the hospital (PTO, CE, sick, etc.). Coverage needs to be determined by the Hospital Leadership and/or MedicalOperations Team.

How can I find opportunities to pick up shifts outside my home hospital?

- We will create a list shared with the other WellHaven hospitals in your market. Please let your practice manager know if you want your name to be included.

Do I earn production when picking up an Internal Relief Day?

- Production is calculated only once per quarter, production is not calculated on a day-by-day basis, production from any Internal Relief Days will be included in the quarterly calculations.
- The production calculation is as follows:
 - **(Production \$ x Production %) – (Compensation Paid) = Payout**
 - Production earned during an extra shift is included in the **Production \$**
 - Compensation paid for an extra shift will **not** count against Compensation Paid for purposes of the Quarterly Production Calculation.
 - As long as you are eligible for a payout (see terms in DVM Production Incentive Plan for details), you will earn pay for the Internal Relief Day **plus** any production earned during the shift.



Well People



Well Pets



Well Practice



Well Community