



## **Best Practices for Hosting a Relief DVM at Your Hospital**

A positive experience for relief veterinarians is key to building strong relationships, ensuring smooth operations, and potentially attracting long-term team members. Below are some best practices for Practice Managers and hospital teams when working with a Relief DVM.

### **Why This Matters**

Providing an exceptional experience for Relief DVMs strengthens relationships, ensures smoother hospital operations, and increases the likelihood of them returning – or even considering a permanent W-2 role at WellHaven. By focusing on communication, preparation, and hospitality, your hospital can stand out as a preferred workplace for high-quality veterinary professionals.

For any questions or additional support, feel free to reach out to Elena Bauer [elena.bauer@wellhaven.com](mailto:elena.bauer@wellhaven.com) or your Med Ops Partner.

### **1. Initial Communication & Relationship Building**

- If a Relief DVM is unavailable for shifts now, invite them for a **hospital tour** to familiarize them with your team, culture, and operations.
- Keep in touch with Relief DVMs even if they don't immediately pick up shifts. **A positive relationship today may lead to future availability or even permanent W-2 interest.**
- Maintain an updated list of **preferred Relief DVMs** who have worked well with your team.

### **2. Pre-Shift Communication**

- **Confirm the shift details and request any documents needed** (date, time, expected duties) 72 hours in advance of the scheduled shift.
- Provide clear **hospital contact information** in case they have any questions before arriving. Share with the relief DVM basic information such as who to ask for when they arrive and also where to park. These may seem obvious, but the extra communication goes a long way to ensure they have a good experience even before the shift starts.



- Share key hospital policies, workflow expectations, and any known challenging cases that may be on the schedule.
- Ask if they have any specific needs or preferences that can help them be more comfortable.

### 3. Preparing for Their Arrival

- Assign a **point person** to greet the Relief DVM and give them quick orientation and **collect any documentation needed**.
- Provide a **hospital reference guide** with key details such as:
  - Common protocols & software login info
  - Emergency contacts
  - Preferred communication methods within the team
  - Equipment locations
- Ensure they have access to necessary tools (PIMS logins, drug protocols, etc.).

### 4. Making It a Great Experience

- Create a **welcoming environment** by introducing them to the team and offering a quick walkthrough.
- Keep communication open throughout their shift – check in periodically to ensure they have what they need.
- Provide lunch or snacks as a small token of appreciation when possible.
- Encourage teamwork and collaboration – Relief DVMs should feel like part of the team, not an outsider.

### 5. Post-Shift Follow-Up

- Thank them for their work and ask for feedback on their experience.
- Address any concerns promptly to ensure a smoother experience in the future.



- Keep them in the loop about upcoming shift opportunities.
- If they had a great experience, ask if they'd be interested in future shifts or even a permanent role at WellHaven.