

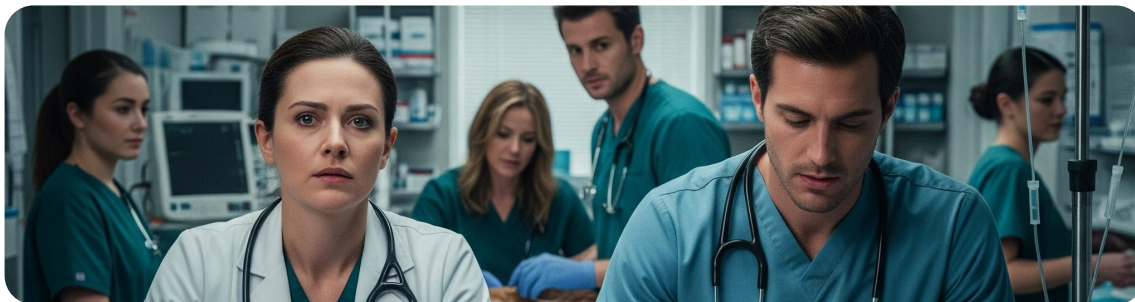
# The Last-Shift Scramble

Why One Call-Out Can Cost Clinics Thousands



# Introduction

Every veterinary leader knows the sinking feeling when the phone rings 20 minutes before opening: “Sorry, I can’t make it today.” Suddenly, the day spirals. Appointments are delayed, vets cover extra duties, and client satisfaction nosedives. This blog unpacks how one absent staff member can ripple across the entire clinic ecosystem.



# The Real Cost of a Call-Out

## Revenue impact

- A single missed DVM shift can cost \$3,000–\$5,000 in lost billables.

## Team impact

- 68% of staff report higher stress when covering for last-minute absences.

## Client impact

- Missed appointments create backlog, increasing client churn risk by 17%.



# Case Study Example

Dr. Lee's small animal hospital in Texas lost one tech for a week due to illness:

- Doctors ran 20 minutes behind all day.
- Reception handled triage, leading to medical errors.
- 14 clients canceled future visits.
- That one absence equaled \$24,000 in lost revenue.



# Why Veterinary Clinics Struggle More Than Others

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- Thin staffing margins compared to human healthcare.
- Emotional labor is higher — client anger compounds stress.
- Replacement timelines average 8–12 weeks for a DVM hire.





# Strategies to Avoid the Scramble

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Build float pools of technicians and assistants.



Use staggered scheduling to avoid bottlenecks.



Partner with staffing agencies that can provide same-week coverage from pre-vetted candidates.

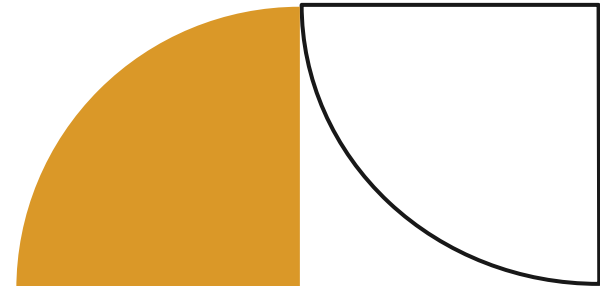




# Absences are inevitable —

But scrambling doesn't have to be. With a proactive staffing strategy, the last-shift scramble can become a manageable hiccup, not a financial disaster.

*We maintain ready-to-go veterinary professionals nationwide, reducing time-to-fill dramatically so your clinic never faces avoidable shutdowns.*





# Thank you!

