tilly

Phone-coverage rota

1. Week: each row is a 30-minute block from 07:00 to 19:00, Monday to Sunday. Delete the rows outside your opening hours.
2. The expected call level is filled in with a common pattern (busy Monday morning, steady over lunch, busy late afternoon). Replace it with your own numbers if you ran a one-week phone audit.
3. For every block, write the person who answers first and their backup. High blocks need a backup: the row turns red until one is named.
4. Choose where calls go when both people are busy (AI front desk, answering service, voicemail or another site). A block without one turns sand-coloured.
5. After hours: write your emergency partner's name, number and address, who is on call each week, and when the after-hours path was last tested. Test it again after any change.
6. Holidays: list every closure, its hours, and tick when the emergency partner's hours are confirmed and when clients were told.
7. Review: once a week, copy in calls received, calls answered, voicemails and callbacks. Use the notes to decide what to change in next week's rota.

No macros, no formulas you need to touch: the answer rate and the colours work on their own.

Adapt to your clinic's policies; your veterinarians decide what the front desk may say about health.

Every High block needs a backup, and every block needs an overflow destination.

Week: Monday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	High				
08:30–09:00	High				
09:00–09:30	High				
09:30–10:00	High				
10:00–10:30	High				
10:30–11:00	High				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

Week: Tuesday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	Low				
08:30–09:00	Low				
09:00–09:30	Low				
09:30–10:00	Low				
10:00–10:30	Low				
10:30–11:00	Low				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

Week: Wednesday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	Low				
08:30–09:00	Low				
09:00–09:30	Low				
09:30–10:00	Low				
10:00–10:30	Low				
10:30–11:00	Low				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

Week: Thursday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	Low				
08:30–09:00	Low				
09:00–09:30	Low				
09:30–10:00	Low				
10:00–10:30	Low				
10:30–11:00	Low				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

Week: Friday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	Low				
08:30–09:00	Low				
09:00–09:30	Low				
09:30–10:00	Low				
10:00–10:30	Low				
10:30–11:00	Low				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

Week: Saturday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	Low				
08:30–09:00	Low				
09:00–09:30	Low				
09:30–10:00	Low				
10:00–10:30	Low				
10:30–11:00	Low				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

Week: Sunday

Block	Expected call level	Primary phone person	Backup	Overflow destination	Notes
07:00–07:30	Low				
07:30–08:00	Low				
08:00–08:30	Low				
08:30–09:00	Low				
09:00–09:30	Low				
09:30–10:00	Low				
10:00–10:30	Low				
10:30–11:00	Low				
11:00–11:30	Med				
11:30–12:00	Med				
12:00–12:30	Med				
12:30–13:00	Med				
13:00–13:30	Med				
13:30–14:00	Med				
14:00–14:30	Low				
14:30–15:00	Low				
15:00–15:30	Low				
15:30–16:00	Low				
16:00–16:30	High				
16:30–17:00	High				
17:00–17:30	High				
17:30–18:00	High				
18:00–18:30	Low				
18:30–19:00	Low				

After hours

Emergency partner	
Name	
Phone number	
Address	

On-call contact rota

Week starting	On-call contact	Phone number	Notes

Test calls

Date of last test call	Tested by	Result	Who tests next	Next test date

Holidays

One row per holiday or closure day. Confirm the emergency partner's hours in writing before each one.

Date	Holiday or closure	Opening hours	Emergency partner hours confirmed (Y/N)	Message to clients sent (Y/N)	Notes

Review

Fill in once a week from your phone system's call report. The answer rate is worked out for you.

Week starting	Calls received	Calls answered	Answer rate	Voicemails	Callbacks made	Notes