# Petzey: Pet Telehealth Consultations

## Frequently Asked Questions

### What is Petzey?
Petzey is a tele-health pet app that connects to a licensed vet professional in minutes - anytime, anywhere.  Petzey provides affordable pet healthcare through the Petzey Network of Virtual Vet Professionals.

### How do I access Petzey?
Petzey is a mobile app that can be downloaded on Android or iPhones.  Petzey is not currently available on tablets, iPads or desktop computers.

### When should I use the Petzey app?
Petzey is designed to connect you with a vet professional to provide answers for pet health and wellness questions.  Here are some of the common topics for which members consult with our vet professionals:
- General health questions
- Nutritional advice
- Behavior questions
- Skin and coat issues
- Second opinions
- How to care for a new pet
- Urgent concerns

### How much does a consultation cost?
It is free to download the Petzey App and create an account. Typically each consultation with a vet professional is a flat rate of $20, regardless of the length of the call. Current Delta Dental of Kentucky members have this $20 fee waived with the group code.

### Is there a time limit for a consultation call?
There is no time limit for a consultation call. You are able to speak with a vet professional for as long as you need.

### Can I choose the vet professional for my call?
Petzey uses a proprietary routing technology to route your call to the closest vet professional on the network. You will be matched according to your geographic area based on the location of your mobile device. This allows you to speak with a vet professional in a matter of minutes!

### Can the vet professional give a diagnosis or prescribe medication?
Vet professionals on the Petzey Network are able to provide advice and consultation only. They are not able to diagnose, recommend treatment or prescribe any medications.

### Is there a time limit for a consultation call?
There is no time limit for a consultation call. You are able to speak with a vet professional for as long as you need.