

# PETZEY PROCESS

## - HOW IT WORKS -



## Petzey connects pet owners with expert pet healthcare professionals anytime, anywhere.

Petzey exists to make pets healthier because we know that healthier pets spread happiness and bring joy to our world. We know that much stands in the way of that including access, affordability and awareness of issues that affect pets. We also know that while veterinary clinics are looking to grow, vets are seeking more flexibility in your practices and looking to maximize the value of in-office visits. Our new on-demand platform along with our network of virtual vets exists to provide accessible and affordable pet healthcare and wellness. Our proprietary routing technology ensures the right vet for every pet. We enable you to answer the health and wellness questions of potential new clients, treat more pets, and earn money in your free time.



*Click Image to View Petzey App Demo*



## PET PARENT NETWORK

Pet parents can download the Petzey app for free giving them instant access to a licensed veterinary professional (DVM, CVT, LVT). If a question or concern arises, the pet parent simply opens the app and initiates a consultation call via live audio or video communication. Once the call is established, the pet parent can switch to chat or use video to allow the vet professional to examine the pet virtually. Once the call is complete, the vet professional will provide a summary of the call along with any recommendations. If needed, the vet professional can also send a list of the nearest vet clinics to the current location of the pet parent. The pet parent is charged a flat \$20 consultation fee regardless of the length of the call.

## PET PARENT PROCESS

1

Download the app by searching 'Petzey' in the Apple or Google Play Store.

2

Pet parents tell us about their pet by answering a few quick questions.

3

When pet parents need answers, we connect them with a vet professional who can help.

4

The pet gets the care they deserve, and the pet parent get peace of mind, all for \$20.

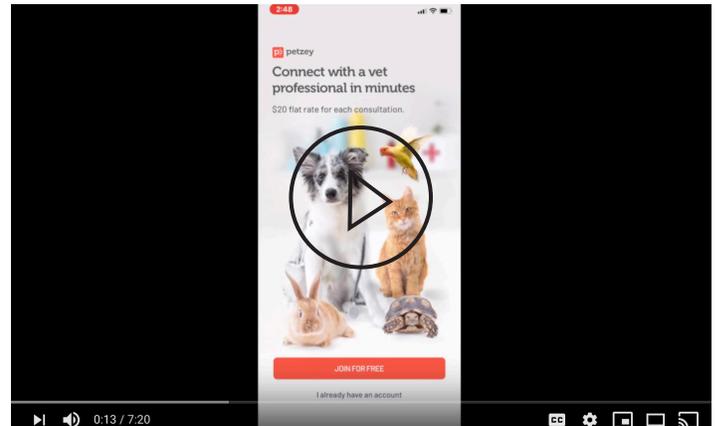
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### VETERINARY PROFESSIONALS

After onboarding to the Petzey network, you will use the app to manage your availability for taking consultation calls. When your availability is set to “on”, you will be included in routing of calls initiated by the pet parent. Our proprietary routing technology searches for the five closest veterinary practices to the current GPS location of the pet parent. If you are within the geographic radius, you will receive a notification on your phone that a call is being requested. It will show who is calling and information about the pet. The pet parent will be able to see who they will be talking to (veterinary professional’s profile and photo) and can choose to continue the call or hang up and try again.



Click Image to View Petzey Demo for Vet Professionals

### JOINING THE VET NETWORK



1 Register and complete the quick online profile at [petzey.com/vet-professionals](https://petzey.com/vet-professionals).

2 If you qualify and are selected, you will receive follow-up instructions for onboarding and set-up.

3 Make yourself available for phone consultations at your convenience and collect \$15 per call.

Once the call is established, you will be able to listen to the pet parent’s concerns, formulate your response and make recommendations regarding their pet within minutes. This is a form of telehealth we call pet triage. The types of question you should expect include general health, nutrition advice, behavioral concerns, preventative care, and second opinions.

Remember this is only a consultation call and you must adhere to working within state Practice Act rules regarding the VCPR (Veterinary Client Patient Relationship). We are to inform and educate while attempting to alleviate fear and concern. We want to help the pet first and foremost while creating monetary value for the pet parent as well.

If you feel that the pet parent should go immediately to a vet clinic or emergency facility, the app will enable

you to recommend the five nearest veterinary hospitals and clinics and send the list with map links via the post call notification.

Post call, you will be required to add notes summarizing the consultation and any recommendations, which is shared with the pet parent. These notes become a permanent part of their Petzey medical record maintained within the app and stored in the cloud on the Petzey platform. Once the notes are entered and the veterinary professional is satisfied, you will officially end the connection and be paid for the call. The average call will last approximately 10 minutes or less, allowing the veterinary professional to answer an average of 6 calls per hour. For each call, the pet parent is charged \$20, of which the veterinary professional will receive \$15.