



FAQ

■ What is whiskerDocs unable to do?

whiskerDocs is unable to give an exact diagnosis, prescribe medications or prescription diets, or prescribe a definite treatment for an animal's condition.

■ Can whiskerDocs provide home care advice?

Yes. whiskerDocs can provide home care advice when it's believed that the home care steps are proper or adequate for the current complaint or issue.

■ Can whiskerDocs authorize medication refills?

No. whiskerDocs is not the prescribing veterinarian, and therefore cannot authorize refills.

■ Can whiskerDocs provide help during Emergency situations?

Yes. whiskerDocs has a library of toxic thresholds and is well-educated on proper intervention protocols that can be used to help assess the severity of a situation. If home intervention is necessary to save a pet's life, whiskerDocs will provide you with the proper protocol to follow. Please be aware that any situation that is determined to be an emergency will be referred to your local emergency hospital, as long as one is available, regardless of any supporting home intervention steps the team has provided.

■ Is whiskerDocs staffed with veterinarians exclusively?

No. The whiskerDocs team is comprised of licensed veterinary technicians and licensed veterinarians. Your questions will be answered by licensed veterinary technicians who are specially trained in veterinary telehealth. That said, a veterinarian is always on call for escalated cases as deemed appropriate.

■ What is whiskerDocs?

The first of its kind in the United States, whiskerDocs is an innovative company that provides 24-hour access to veterinary consultation services. They do not diagnose; but rather they help educate pet parents about the decisions they need to make on behalf of their pets (decision support).

■ Can whiskerDocs provide prescriptions?

At this time, veterinary practice law does not allow whiskerDocs to prescribe medications.

- **What general and wellness care advice can whiskerDocs provide?**

whiskerDocs veterinary experts are well-educated on current vaccine protocols, veterinary visit recommendations, preventative care protocols, and day-to-day care of pets in all life stages from babies to seniors. Further, many whiskerDocs telehealth specialists have completed an additional specialized training in NAVC Certified Pet Nutrition Coaching.

- **Can whiskerDocs provide alternate treatment recommendations in cases where the primary veterinarian's recommendation isn't covered by my policy?**

whiskerDocs can provide additional information about various treatment protocols and educate you on other possible options, but only to educate you about things to discuss with your primary vet. Without having a direct doctor-patient relationship, it is impossible for whiskerDocs to suggest a treatment other than the one recommended by your primary vet.

- **Can whiskerDocs assist on pet behavior problems?**

Yes. whiskerDocs is able to provide behavioral advice to you, as long as possible medical causes for the behavior problem have been ruled out.

- **How can whiskerDocs provide support for animals with chronic conditions?**

whiskerDocs can help clarify treatment protocols, providing the time and attention that a primary veterinarian may not be able to provide. They can also provide education on proper follow up care, ways to improve conditions at home, and much more.

- **Is whiskerDocs staff available 24/7?**

Yes. The whiskerDocs team of veterinary technicians and veterinarians is available 24 hours a day, 7 days a week, and 365 days a year.

- **What kind of questions can whiskerDocs answer?**

Whether it's an urgent or a casual question, whiskerDocs can help. Their pet experts have decades of experience, and are available any day, any time. They can handle almost any question, including emergencies, signs and symptoms, behavior, chronic condition management, general pet care from food to nail trimming, wellness advice from dental cleanings to vaccine schedules, medication information, complementary and alternative health care, financial guidance, and more. They help a pet parent decide on the appropriate action steps to take on behalf of their pet.