





# Frequently Asked Questions

## **Q. What is Wize Pet Telehealth?**

**A.** An around-the-clock, 24/7/365 unlimited access to a dedicated team of veterinarians. The consultation is real-time via the phone or video on your mobile device or computer; and enables you to ask questions, get a second opinion, understand if you need to take your pet to the Vet or ER, discuss behavioral issues, training, and wellness.

NOT FOR EMERGENCIES and are not for use for medical emergencies or urgent situations. If you think you have an emergency, call your vet immediately. NOT a replacement for regular in-office visits, vaccinations, and by law our telemedicine vet services cannot diagnose or prescribe medications for your pet. This is not insurance. Vets reserve the right to deny care for potential misuse of services. Go Lexi operates subject to state regulations.

## **Q. Will I speak to with a licensed Veterinarian?**

**A.** Yes, our dedicated team of veterinarian telehealth specialists are ALL US licensed veterinarians.

## **Q. Can your tele veterinarians prescribe medications**

**A.** No we cannot diagnose or prescribe medications for your pet. We operate subject to state regulations, and offers Advice only.

## **Q. What pets are eligible?**

**A.** All pets that live within your home.

## **Q. What days and time can I connect with a vet?**

**A.** We will fetch our licensed veterinarians 24/7/365 anywhere in the US. That is right -around the clock access.

## **Q. How long before the vet calls me back?**

**A.** Once your consultation has been scheduled, the veterinarian will contact you within an hour.

## **Q. Can I consult with a veterinarian outside the US?**

**A.** Yes, you can consult a vet anytime anywhere.

A photograph of a man with a beard, wearing a light blue button-down shirt, sitting on a grey sofa. He is smiling and looking at a smartphone in his hand. A yellow Labrador retriever is sitting next to him, looking towards the camera with its tongue out. The background shows a living room with a wooden shelf holding various decorative items.

**Anytime, Anywhere  
Vets are Here For  
You!**