

VETERINARY CONNECTED CARE COMPANIES

avma.org/ConnectedCare

COMPANY	SERVICE TYPE			PRIMARY CUSTOMERS	VIDEO CHAT	CALL	TEXT	EMAIL	PMS INTEGRATION	IOS	ANDROID	BUSINESS MODEL	WEBSITE	CONTACT INFO
	Teleadvice ¹ / Triage ²	Teleconsulting ³	Telemedicine ⁴											
AirVet®	✓	✓	✓	Veterinarians; Pet owners	Yes	Yes	Yes	Yes	No	Yes	Yes	Fee for service	airvet.com	hello@airvet.com
Anipanion®	✓		✓	Veterinarians	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Fee for service	anipanion.com	info@anipanion.com
BabelBark	✓	✓	✓	Veterinarians; Pet Owners; Aggregated veterinary practices (large groups); Pet service providers; Pet suppliers (microchip, etc.)	Yes	No	Yes	No	Yes	Yes	Yes	Fee for service Membership plans Monthly plans Remote Patient Monitoring: Nutrition, Weight, Activity, Medication Compliance and Journaling/Messaging platform	babelvet.com babelbark.com	tanya@babelbark.com
GoFetch Health™	✓		✓	Pet owners	Yes	Yes	Yes	Yes	No	Yes	Yes	Monthly plan	health.gofetch.ca	support@gofetch.ca
GuardianVets®	✓	✓	✓	Veterinary Practices	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Triage: 24/7 fee for service Telemedicine: transaction fee for service	guardianvets.com	contactus@guardianvets.com
Medici®	✓	✓	✓	Veterinarians; Physicians	Yes	Yes	Yes	No	Limited	Yes	Yes	Fee for service	medici.md/Vets	medici.md/contact-us
MyPetDoc™	✓		✓	Pet owners; Veterinarians/ Veterinary partners	No	Yes	Yes	Yes	Yes	Yes	Yes	Pet owner: Fee for service or subscription. Practice: Monthly platform fee	ask.vet	shawna.garner@ask.vet
PetHospice®	✓	✓		Pet owners; Veterinary team	Yes	Yes	Yes	Yes	No	Yes	Yes	Fee for service. Free online quality of life/end of life resources and education.	pethospice.com	shea@pethospice.com
Petriage®	✓		✓	Veterinarians	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Three tiers of service: • basic (triage) • essential (triage, telemonitoring) • premium (triage, telemonitoring, and telemedicine)	petriage.com	petriage.com/vets#contact
Petzam™	✓	✓	✓	Veterinarians	Yes	Yes	No	No	No	Yes	Yes	Fee for service	petzam.com	info@petzam.com
TeleTails®	✓	✓	✓	Veterinarians	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Fee for service	teletails.com	clay@teletails.com
TeleVet®	✓		✓	Veterinarians	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Membership plans	gettelevet.com	info@gettelevet.com
VetNow®	✓	✓	✓	Veterinarians (specialists and general practitioners)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Fee for service or software subscription	vetnow.com	sales@vetnow.com
VitusVet			✓	Veterinarians and Pet Owners	No	Yes	Yes	Yes	Yes	Yes	Yes	Practice-monthly subscription service.	vitusvet.com	sales@vitusvet.com
WhiskerDOCS®	✓			Pet owners; Pet insurance companies; Aggregated veterinary practices (large groups); Pet services providers; Pet suppliers (microchip, etc.)	Yes	Yes	Yes	Yes	Available, fees apply	Yes	Yes	Fee for service to vets, bundled as value added service to pet owner clients	whiskerdocs.com	info@whiskerdocs.com

¹Teleadvice is the provision of any health information, opinion, guidance or recommendation concerning prudent future actions that are not specific to a particular patient's health, illness or injury, and that is not intended to diagnose, prognose, treat, correct, change, alleviate, or prevent animal disease, illness, pain, deformity, defect, injury, or other physical, dental, or mental conditions.

²Triage is the safe, appropriate, and timely assessment and management (immediate referral to a veterinarian or not) of animal patients via electronic consultation with their owners. The assessor determines urgency and the need for immediate referral to a veterinarian, based on the owner's (or responsible party's) report of history and clinical signs, sometimes supplemented by visual (e.g., photographs, video) information. A diagnosis is not rendered.

³Teleconsulting is when a general practice veterinarian uses telehealth tools to communicate with a veterinary specialist to gain insights and advice on the care of a patient.

⁴Telemedicine involves use of a tool to exchange medical information electronically from one site to another to improve a patient's clinical health status and may only be conducted within an existing veterinarian-client-patient relationship, with the exception for advice given in an emergency care situation until a patient can be seen by or transported to a veterinarian.

This resource includes a non-exhaustive list of veterinary telehealth companies and is provided for informational purposes only. The AVMA does not endorse any company on this list or their respective products or services. This information has not been independently verified and is subject to change.

