



Chewy Marks 1 million Telehealth Consultations, a Milestone for "Connect with a Vet"

The popular service connects pet parents with veterinary professionals virtually for immediate support with health-related questions big and small

PLANTATION, Fla. – March 31, 2025 – Chewy, Inc. announced today that its telehealth platform, [Connect with a Vet](#), has surpassed 1 million consultations. This milestone reflects the company's commitment to providing pet parents with accessible, reliable, and compassionate pet health guidance from anywhere in the country.

"As we approach the five-year anniversary of this platform and celebrate our first million consultations, I couldn't be prouder of the team driving this success," said Mita Malhotra, President of Chewy Health. "This milestone is a testament to the dedication of the hundreds of employees who make it all possible — from our veterinary experts connecting with pet parents to the team behind the scenes delivering cutting-edge technology and comprehensive online resources for our customers. This is just the beginning, and we remain committed to continuous innovation, improvement, and supporting pet parents when it matters most."

Staffed by dedicated professionals including veterinarians and veterinary technicians who are licensed, experienced, and passionate about helping pets and pet parents, the service offers convenient online advice and guidance from 6 am to midnight ET, seven days a week; coupled with complimentary resources available 24/7 via PetMD. Beyond convenience, Connect with a Vet has offered a lifeline during crises, from hurricanes to wildfires, providing immediate support when pet parents need it most, and waiving fees for those impacted.

Connect with a Vet is designed to guide pet parents toward the right level of care for their pets. More than 70% of cases are referred to in-person providers to ensure pets receive necessary medical attention, and over one-third of consultations lead to immediate or emergency referrals. Every consultation includes a post-consult summary with curated recommendations and educational resources, empowering pet parents with the information they need to make informed health decisions for their pets. Chewy is committed to providing trusted and compassionate guidance, ensuring all pet parents have access to care when they need it. Learn more about Chewy telehealth solutions at <https://www.chewy.com/b/connect-vet-16616>.