

PetCoach virtual pet care and advice

Nurturing powerful relationships for better lives together is at the heart of Petco, and we're continually evolving our service offerings to help pet parents improve the health and well-being of their pets.

PetCoach is a trusted source of online pet care information, pet-related answers and veterinary-authored articles. With PetCoach, pet parents can connect digitally to seek direct advice from verified veterinarians, trainers and other pet experts. With a network of more than 75 veterinarians and vet techs, pet parents can ask questions about a variety of pet topics and receive reliable answers for free. Pet parents can also import pet data records and track past conversations with experts for future reference.



By reimagining how pet parents make smart, informed decisions about their pet's health, PetCoach is quickly becoming one of the world's most respected and trusted sources in pet health care.

What is PetCoach?

PetCoach, part of Petco's growing veterinary services offering, is a digital services platform that engages pet parents at the most critical and significant entry point in their pet's life: healthcare. PetCoach offers simple consultations, after hours' care, chronic conditions monitoring, follow ups, education and prescription and refill requests. Users can also book online consultations, set wellness reminders, schedule appointments and sync pet medical records.



For more information on Petco's PetCoach online services visit:

petcoach.co or download the app (iOS or Android):  

Connect with us on social media:    

Media contacts

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How PetCoach Works

- Post questions in the forum and receive quick answers from pet experts
- See what others have asked
- Pick an expert and start an in-depth online consultation
- Link your PetCoach account with your own vet for an enhanced experience

Ask an Expert

Pet parents can ask questions and receive personalized answers and advice from veterinarians, vet techs and pet experts including:

- Free Q&A
- Paid consultants

Education Center

With PetCoach, pet parents have convenient access to a collection of thousands of pet-related answers and vet authored articles. Covered topics include health, behavior and training, nutrition, care, breeds, holistic health care, natural pet products and product recommendations.

Virtual Offerings

Users can link their PetCoach account to their vet's practice to enjoy unique features such as:

- Online consultations – Speak with your own vet anywhere, anytime, through text messaging, phone or video
- Vaccine and other care alerts – Receive timely reminders to help you keep your pet healthy at all times
- Make appointments with your vet – Schedule appointments for your upcoming visits conveniently
- Access your pet's medical records – Keep medical records conveniently organized in one place and access them when needed

