



WHITE OAK VETERINARY CLINIC

New Client Welcome Packet

Contact Us

3065 Jacks Run Road, White Oak, PA 15131

412-678-4042

www.wovet.com

info@wovet.com





Welcome to White Oak Veterinary Clinic!

Dear Pet Parent,

Welcome to the White Oak Veterinary Clinic family! We're so glad you've chosen us to care for your beloved companion. Whether you're here for a routine check-up, a new puppy/kitten visit, or specialized care, our team is committed to providing compassionate, personalized service every step of the way.

At our clinic, we believe that pets are family—and we treat them as such. Our dedicated staff is here to ensure your pet receives the highest quality care in a warm, friendly environment. We're passionate about building lasting relationships with both pets and their people, and we're excited to get to know you!

If you ever have questions, concerns, or just want to share a cute photo of your furry friend, we're only a call or message away. Thank you for trusting us with your pet's health and happiness—we look forward to many happy visits ahead!

With warm regards,
The Team at White Oak Veterinary Clinic



Hours & Contact Information

Monday: 9:00 AM – 7:00 PM

Tuesday: 9:00 AM – 5:00 PM

Wednesday: 9:00 AM – 5:00 PM

Thursday: 9:00 AM – 5:00 PM

Friday: 9:00 AM – 5:00 PM

Saturday: 9:00 AM – 4:00 PM

Sunday: Closed

After-Hours Emergency Care

If your pet needs urgent care outside of our regular hours, please contact one of the following trusted emergency hospitals:

AVETS – Monroeville

2674 Monroeville Blvd, Monroeville, PA 15146
(412) 373-4200

BluePearl Pet Hospital – Monroeville

4224 Northern Pike, Monroeville, PA 15146
(412) 810-6732

BluePearl Pet Hospital – North Hills

807 Camp Horne Rd, Pittsburgh, PA 15237
(412) 366-3400

PetVet365 – Wilkins Township

3470 William Penn Hwy, Suite 400, Pittsburgh, PA 15235
(412) 219-9909

PetWellClinic – Plum

1800 Golden Mile Hwy, Pittsburgh, PA 15239
(412) 419-2101

Poison Control Hotline:

ASPCA Animal Poison Control Center: (888) 426-4435
(Available 24/7; fees may apply)

Meet Our Veterinarians!

Emily Green, DVM, Medical Director



Dr. Emily Green is the Medical Director at White Oak Veterinary Clinic. A graduate of the Virginia-Maryland College of Veterinary Medicine, she brings a compassionate, well-rounded approach to animal care.

Her professional interests include dermatology, internal medicine, surgery, and hospice care. Inspired by early volunteer work in shelters and clinics, Dr. Green is passionate about supporting pets and their families through every stage of life. She finds the greatest joy in nurturing the special bond between people and their pets.



Maddelene Herr, DVM

Dr. Maddelene Herr is thrilled to join White Oak Veterinary Clinic! Originally from Lancaster, PA, she earned her degree in Molecular Biology from Millersville University and her DVM from Ross University, completing clinical studies at Tufts. She brings experience from emergency and general practice, with a passion for personalized care. Outside the clinic, Dr. Herr enjoys baking, gardening, and traveling with her husband—while being lovingly bossed around by her sassy cat.

Clinical Services

Preventive care keeps pets healthy!

Routine check-ups help catch issues early, so we recommend annual exams—and more frequent visits for puppies, kittens, and senior pets.

Diagnosing pets isn't always easy—they can't tell us what's wrong.

We use advanced diagnostic tools to quickly and accurately identify health issues, even when pets hide their pain. Our state-of-the-art equipment, including Ultrasounds and Echocardiograms provided by Imaging 4 Pets, helps us visualize internal structures and assess health with precision. These tools allow us to deliver the right treatment and ensure your pet receives the highest standard of care.

Pet Surgery Services

From routine spays and neuters to life-saving procedures, our experienced team is equipped to handle a wide range of surgeries. Learn how our surgical care can improve your pet's health and well-being.

Pet Dental Care

By age three, 80% of cats and dogs show signs of dental disease. It's painful—but preventable. Our team at White Oak Veterinary Clinic offers expert dental care to keep your pet healthy and smiling.

Laser Therapy

A safe, non-invasive way to relieve pain and promote healing—laser therapy uses advanced technology to support your pet's comfort and recovery.

Puppy & Kitten Care

Young pets have special needs—from vaccines to spay/neuter timing. Our team at White Oak is here to guide you through every step for a healthy start and a happy life.

Senior Pet Care

Older pets have unique health needs as they age. Our experienced team provides compassionate care to support their comfort, mobility, and overall well-being.

Exotic & Farm Animal Care

From small mammals to livestock, Dr. Green offers expert, compassionate care for non-traditional pets and small farm animals at White Oak Veterinary Clinic.



What to Expect During Appointments

Whether it's your pet's first visit or a routine check-up, here's what you can expect:

First Visit: During your first visit to our clinic, we take time to get to know you and your pet. The appointment includes a thorough review of your pet's medical history, lifestyle, and any current concerns. A comprehensive physical exam is performed to assess your pet's overall health. If needed, diagnostic testing may be recommended to help identify any underlying issues. We'll also discuss preventative care options, nutrition, and answer any questions you may have. Our goal is to ensure your pet receives personalized, compassionate care from the very start. **Please send in any previous records in advance of your appointment.**

Annual Wellness Appointment: During the appointment, we review your pet's medical history, lifestyle, and any changes in behavior or health. A full physical exam is performed to assess your pet from nose to tail. If appropriate, we may recommend diagnostic testing such as bloodwork, a fecal exam, or a heartworm test. We also discuss nutrition, parasite prevention, and any concerns you may have. These visits are an important part of keeping your pet healthy and happy year-round.

Sick Visits: During a sick visit, we begin by reviewing your pet's medical history and current symptoms. A thorough physical exam is performed to assess your pet's condition, and diagnostic testing may be recommended to help identify the cause of illness. Based on our findings, we will develop a treatment plan tailored to your pet's needs and discuss any medications or follow-up care. Please note that we do not administer annual vaccines during sick visits; if your pet is due for routine care, we will help you schedule a separate wellness appointment.

Recheck Exams: During this appointment, we assess your pet's progress, review any changes in symptoms or behavior, and perform a physical exam to evaluate healing or response to treatment. If needed, additional diagnostics may be recommended to monitor your pet's condition. Based on our findings, we may adjust medications or the treatment plan. Recheck exams are an important part of ensuring your pet's recovery and long-term health.



Vaccination Guidelines

We follow evidence-based protocols to ensure your pet receives the safest and most effective protection against preventable diseases. Below is a summary of our vaccine recommendations:

Dogs

- Bordetella (Kennel Cough)
 - Can be given anytime after 8 weeks of age.
- Distemper
 - Administered every 3–4 weeks starting at 6 weeks of age until the pet is older than 16 weeks. After the initial 1-year vaccine, boosters are given every 3 years unless overdue by 7+ years.
- Canine Influenza (Flu)
 - Start at 10–12 weeks of age, with a booster at 14–16 weeks.
- Leptospirosis (Lepto)
 - Start at 10–12 weeks of age, with a booster at 14–16 weeks. In high-risk cases (e.g., hunting dogs), a third dose may be recommended.
- Lyme Disease
 - Start at 10–12 weeks of age, with a booster at 14–16 weeks.
- Rabies
 - After the initial 1-year vaccine, boosters are given every 3 years unless overdue by 7+ years.

Cats

- Feline Distemper (Panleukopenia Combo)
 - Administered every 3–4 weeks starting at 6 weeks of age until older than 16 weeks. After the initial 1-year vaccine, boosters are given every 3 years unless overdue by 7+ years.
- Feline Leukemia (FeLV)
 - Start at 10–12 weeks of age, with a booster at 14–16 weeks. The initial series is now considered core for kittens. A booster is given at 1 year of age, and then discontinued if the cat is low-risk. While our DVMs may not see a strong need for it in adult indoor cats, we still offer it.
- Rabies
 - We use the Purevax Rabies vaccine, which is approved for 1 year in cats and must be administered annually.



Appointment and Cancellation Policy

Scheduling Appointments

The easiest way to book is through our website at www.wovet.com — just click “Book an Appointment.” If you don’t see a time that works for you, call us at 412-678-4042 and we’ll help you find one.

Cancellations & Rescheduling

We require 48 hours’ notice to cancel or reschedule appointments. This helps us accommodate other pets in need, especially those requiring fasting for procedures. Missed or late cancellations will receive a no-show letter.

After two missed or late cancellations, a \$67 deposit will be required for future bookings.

Surgical Appointment Deposits

- Spay/Neuter: \$50 deposit, with 7 days’ notice required to reschedule.
- Dental/Soft Tissue Surgery: \$150 deposit, with 7 days’ notice required to reschedule.

If proper notice isn’t given, or if a patient does not come in for their appointment, the deposit is forfeited and donated to our Angel Fund to help pets in need.

Late Arrival Policy

Please arrive on time!

If you’re more than 15 minutes late, we may need to reschedule.

For 4:00 or later appointments, arriving more than 10 minutes late may also require rescheduling.

Zero Tolerance Policy

To protect our clients, pets, and staff, we have zero tolerance for verbal abuse, aggressive behavior, or inappropriate conduct.



Payment, Insurance & Discount Policy

Accepted Payment Methods

We accept Cash, Check, Mastercard, Visa, Discover, and American Express.

Pet Insurance Partners

We work with Trupanion and Pumpkin Pet Insurance and can file claims for you—just ask at the front desk!

Financing Options

We accept CareCredit, All Pet Card, and Scratchpay to help make veterinary care more accessible.

Payment Policy

Payment is due at the time of service. We do not offer payment plans.

Available Discounts apply only to exams, diagnostic testing (excluding ultrasounds and outsourced labs), and surgery.

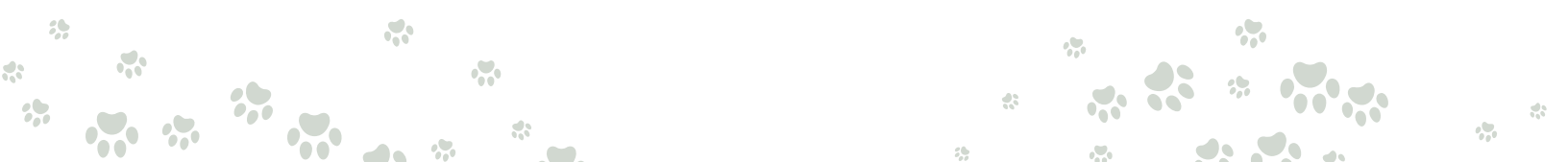
- Senior Citizens (10%) – Valid driver's license required
- EMS, Firefighter, Police, Military, Veteran (20%) – Must show official ID
- Animal Rescues (25%) – Must provide current 501(c)(3) documentation

Discount Eligibility & Policy:

- If your spouse or significant other qualifies for a discount, they must be physically present and a legal owner of the patient on record to provide their documentation. Their address must match the one on file to confirm eligibility.
- We must be notified of any discount prior to the start of the exam with the veterinarian. There are no exceptions to this policy.
- Walk-in emergencies are not eligible for any discounts or promotional offers.
- This is checked yearly to confirm maintenance of eligibility.

Flea, Tick & Heartworm Prevention Pricing

We understand the importance of affordable preventative care. That's why we price match Chewy on flea, tick, and heartworm products. In many cases, we also offer manufacturer rebates that beat Chewy's prices—giving you trusted products at the best value, with the added benefit of veterinary oversight and the manufacturer's guarantee.



Social Media & Online Resources

Stay Connected with Us!

Follow us on Facebook for updates, pet tips, and fun contests:

facebook.com/WOVetClinic

Pet of the Month Contest

- Each month, we celebrate one special pet from our community!
- On the 1st of every month, we announce the contest on Facebook.
- Submit your pet's photo in the comments. Once it receives a ❤️, you're entered!
- If we receive many entries, we'll send out a SurveyMonkey link for voting.
- The winner receives:
 - Bragging rights 🐾
 - A \$20 credit toward their next appointment 💰
 - A spotlight feature on our page 🌟

Book Appointments Online

Scheduling is easy! Visit:

wovet.com/owner-resources/book-an-appointment

📌 Be sure to read the important message at the top of the page—it may apply to your visit.

PetDesk App – Your Pet's Care, Simplified

Manage your pet's care anytime with the free PetDesk App!

Benefits:

- Request appointments
- Get medication reminders
- View vaccine records & upcoming visits
- Message our clinic directly
- Track multiple pets in one place

Get Started: Download PetDesk from the App Store or Google Play, search for White Oak Veterinary Clinic, and link your pet's profile!



Flea, Tick, & Heartworm Prevention Policy

Our team will fill prevention medications as long as your pet is current on their annual exam, vaccines, and 4DX heartworm test for dogs.

Standard of Care for Preventative Medications

To ensure the safety and effectiveness of these treatments, we follow these key steps:

Veterinary Consultation

- A veterinarian will assess your pet's overall health, age, weight, lifestyle, and any existing medical conditions to determine the most appropriate preventative medication.

Diagnostic Testing

- A blood parasite test (4DX) is required before prescribing heartworm prevention to dogs. This ensures your pet is not already infected, as administering prevention to an infected pet can cause serious health complications.

Prescription Oversight

- Flea, tick, and heartworm preventatives prescribed by a veterinarian are FDA-regulated and typically more effective than over-the-counter options. These medications require proper oversight to ensure safe and correct usage.

Year-Round Protection

- The Companion Animal Parasite Council recommends year-round prevention—even in colder climates. Parasites can become active when temperatures rise above 30°F, making consistent protection essential.

Monitoring and Follow-Up

- Regular veterinary visits help monitor your pet's response to medication and allow for timely adjustments. If your pet is due soon for their annual exam and you request a refill, we will kindly ask you to schedule the exam before the prescription is renewed.



Community Involvement

We are proud to support and partner with local organizations that share our passion for helping animals in need.

Our Partners

Gray Paws Sanctuary

- A nonprofit dedicated to senior dogs, providing sanctuary or Forever Foster homes for pets often at risk due to age or medical needs. With the help of veterinary partners, they offer palliative and hospice care to ensure every dog lives with dignity and love.

HEAL Animal Rescue

- Formerly Animal Friends of Westmoreland, HEAL rescues and rehabilitates homeless, abandoned, and abused animals—including farm animals at their 62-acre sanctuary. Their mission is to save lives and provide healing opportunities for all creatures.

Animal Care & Welfare Inc.

- Through generous donations, Animal Care & Welfare Inc. offers financial assistance for low-cost spay and neuter services to pet owners in need. Their mission is to reduce pet overpopulation and promote responsible pet ownership.

📌 A signed certificate is required to qualify.

Donate to Our Angel Fund

We believe every pet deserves a chance at a healthy, happy life—regardless of their owner's financial situation. Our Angel Fund helps provide critical medical care to pets in need, including strays and those from families facing hardship.

Your donation goes directly toward life-saving treatments and emergency care.

Want to help? Ask our team how you can contribute and bring hope to a pet in need.

Disclaimer: White Oak Veterinary Clinic is not a 501c3 organization. Donations cannot be deducted for tax purposes.

