

# White Oak Vet Clinic Newsletter

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## A Brave Kitty's Journey

This sweet girl escaped from home and returned with a shattered tail and exposed bone. Her condition was heartbreaking, and euthanasia seemed like the only option. Thanks to the quick action of Drs. Green and Herr, and our incredible technicians, who adapted swiftly and compassionately to the situation, this kitty was saved after performing a same day tail amputation. None of this would have been possible without the generous donations to our Angel Fund, made by you, our amazing clients. Your kindness gave her a second chance at life. Today, she's healing beautifully, surrounded by love, and enjoying the happy future she deserves. From all of us at White Oak—thank you for being part of this life-saving journey.

## Want to Donate?



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

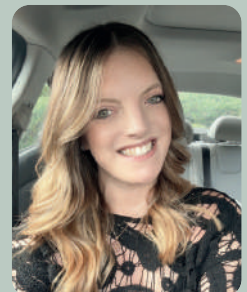


## A New Way to Spot the Unseen

We're excited to share that we've enhanced our standard of care by adding antigen testing to all fecal samples submitted at our clinic. With this addition, we can now detect intestinal parasites more accurately—even when eggs aren't visible under a microscope. This advanced testing method identifies parasite proteins (antigens), allowing for earlier diagnosis and more effective treatment. To help keep your pet healthy and parasite-free, we recommend submitting a fecal specimen once a year as part of their routine wellness care. Many intestinal parasites can go unnoticed without regular screening, and annual testing plays a key role in prevention. With this upgrade to our diagnostic tools, we're proud to offer a more thorough and proactive approach to your pet's health.

## A Message from Our Practice Manager, Angela

I became part of the White Oak Vet team in January, and it's truly been an incredible experience. From day one, I've enjoyed connecting with both new and longtime clients, collaborating with our dedicated team, and contributing to a welcoming and positive environment for the White Oak and surrounding communities. Your kindness and continued trust have made this journey especially meaningful, and I'm grateful to be part of a practice that puts both pets and people at the heart of everything we do.



### A Testimony from Our Lead Technician, Megan Making a Difference Every Day at White Oak



Working at White Oak is more than just a job—it's a deeply rewarding experience. Every day, I have the privilege of making a meaningful impact in the lives of pets and their families. Whether I'm educating a new pet owner about preventive care for their puppy or kitten, or having a heartfelt conversation about quality of life with someone whose senior pet needs extra support, I'm fully committed to being there for them. What matters most to me is that every family feels heard and understood. Visiting the vet can be a stressful experience, and it takes empathy, kindness, and patience to help pets feel safe and comfortable. No matter how busy the day gets, I approach each appointment with a calm and collected mindset—ready to support, listen, and care.

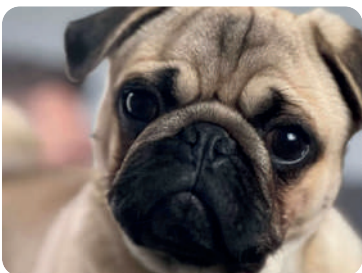
### A Year of Growth and Care



Zim, our spunky office cat, struts through our office like he owns the place—supervising staff and occasionally swatting pens off desks just to keep things interesting.



We updated our online pharmacy which offers a wide selection of pet medications and products at prices that are competitive with major retailers like Chewy. Check out [shop.wovet.com](http://shop.wovet.com)



Noodles stole the hearts of our staff and community and won Pet of the Month for August.



Our team successfully saved a brave little rat battling a large tumor—proof that every life, no matter how small, matters.



### Pet of the Month

Each month, we invite clients to share photos of their pets on our Facebook page. If enough entries are received, voting opens to the public on SurveyMonkey, and the **winning pet receives a \$20 clinic credit**. The winning photo is featured on Facebook and displayed in our office.

Think your furry friend has star quality? Enter our Pet of the Month contest on Facebook (@WOVetClinic). Submissions open the first of every month!

### Barnyard & Exotic Pets

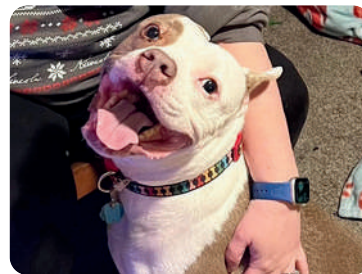
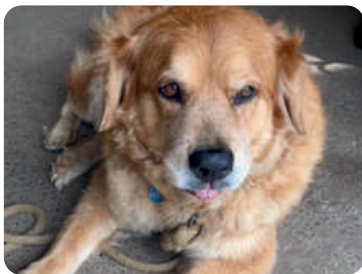
In July, we expanded our services to see rabbits, guinea pigs, hamsters, rats, gerbils, mice, chinchillas, ferrets, skunks, hedgehogs, pigs, sheep, and goats. This expansion reflects the clinic's commitment to providing compassionate, expert care to all members of the animal family, no matter their size or species.

Leading the way is Dr. Green, who brings specialized knowledge and experience in treating these unique companions. Barnyard animal appointments must be scheduled seven days in advance, and clients are encouraged to book early to secure a spot. Those scheduling visits for skunks or hedgehogs should be aware that Pennsylvania law requires a valid permit to keep these animals; this documentation must be presented at the time of the appointment.

## We Honored Our Beloved Companions on Rainbow Bridge Remembrance Day

On August 28, we paused to honor the cherished pets who are no longer by our side but will forever remain in our hearts. Whether it was a loyal dog, a cuddly cat, or a more unique companion, their memory lives on in the love they gave and the joy they brought into our lives.

Rainbow Bridge Remembrance Day was created by author Deborah Barnes as a way to celebrate the lives of our beloved pets and share the memories that still make us smile. It's a day to reflect, remember, and reconnect with the special bond we shared.



We're honored to have been part of your pet's journey and grateful for the trust you place in us. Thank you for allowing us to care for your beloved fur children and for letting us help leave paw prints on your hearts.



## We're Here to Help—And Save You Money

We understand that times are tough, and every dollar counts. That's why we are committed to helping you care for your pets without breaking the bank.

We're proud to offer price matching with Chewy on flea, tick, and heartworm prevention products. Even better—when you purchase 6 or 12 doses, we can provide a manufacturer rebate that actually beats Chewy's price by a few cents! It's our way of making sure your pets stay protected while you get the best value possible. Stop by or give us a call to learn more—we're happy to help you find the right prevention plan for your pet.

### Thank you for Sharing Your Feedback!

In August, we reached out to hear directly from you—and we're so grateful for the thoughtful responses! We're always looking for ways to better serve our clients and their pets. That's why we invited our active clients to take a quick survey about the non-prescription flea and tick prevention products you'd like to see available in our office. Feedback helps us stock products you truly want and need, making your visits more convenient and personalized. As a thank-you for participating, clients who completed the survey received a \$5 credit on their account to use toward their next visit. We appreciate input and your continued trust in our care. Together, we're making White Oak even better for our community—one paw at a time!

## Grooming Service

In March, White Oak Veterinary Clinic began offering grooming services for dogs once every six weeks, exclusively for existing clients, with all sessions performed by veterinary technician Cat and overseen by a veterinarian to ensure each pet's health and safety; pets must be current on their annual exam and vaccinations, including rabies, distemper, and bordetella.



## Healthy Pets Start with Smart Prevention

We make every reasonable effort to refill flea, tick, and heartworm prevention medications for clients who are current on their pet's annual exam, vaccinations, and heartworm testing. These prescriptions require veterinary oversight to ensure safety and effectiveness, including a consultation, diagnostic testing, and ongoing monitoring. Heartworm preventatives must only be given to pets who have tested negative, as administering them to infected animals can cause serious complications. Prescription preventatives are FDA-regulated and more potent than over-the-counter options, requiring careful use. The Companion Animal Parasite Council recommends year-round protection, even in colder climates. Clients requesting refills who are due for their annual exam will be asked to schedule an appointment before the medication is dispensed.

## 5 Star Client Testimonials

*"Very helpful and HONEST about my cats condition and made sure I understood everything that was going on with her. Thank you."*

*"Truly amazing experience. Staff was friendly and knowledgeable...I will definitely be using this vet from here on out. Great experience and staff!!!"*

*"Your team is fantastic and super professional! They helped my dog with a skin issue with no problem! My dogs always go here for their vet appointments"*



## A New Partnership

Gray Paws Sanctuary (GPS), a 501(c)(3) non-profit based in the greater Pittsburgh area, is dedicated to rescuing senior dogs. Entirely volunteer-run and fee-free, GPS offers three core programs: a home-based sanctuary for abandoned seniors, a Forever Foster Care program that rehomes dogs while covering medical costs, and the LOYAL program, which provides financial aid to help owners in crisis care for their aging pets. More details are available at [www.GrayPaws.org](http://www.GrayPaws.org).

## Support the Angel Fund with White Oak Gear!

Show your White Oak pride and help pets in need! You can purchase a White Oak Veterinary Clinic tumbler for \$30, and \$5 from each tumbler sale goes directly to the Angel Fund, supporting families and pets during difficult times.

We also have White Oak decals available for just \$5, with \$1 from each sale donated to the Angel Fund.

Stop by the clinic to grab yours and make a difference—one sip and sticker at a time!



## Coming Up In the December Issue

*Behind the Scenes in Surgery  
Winter Pet Safety Tips*

*Got something you'd love to learn more about?  
Send us a message on Facebook—we'd love to hear your ideas and questions!*