
White Oak Vet Clinic Newsletter

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We Heard You! Why We're Transitioning From NexGard Plus to Simparica Trio

We constantly evaluate both medical research and your feedback to ensure we're offering the safest, most effective, and most convenient parasite protection for your pets. Over the past year, many clients shared the same concern: "My dog keeps spitting out NexGard Plus." **We heard you — loud and clear!** While every dog has different tastes, client reports of dogs refusing or spitting out NexGard Plus became frequent enough that our medical team decided to revisit which product provides the best blend of palatability, broad protection, and consistency for our patients. After reviewing current veterinary research and comparing all-in-one options, we made the decision to transition our recommended in-clinic product from NexGard Plus to Simparica Trio. Here's why.

Better Tick Coverage for PA Dogs: Veterinary comparisons show that Simparica Trio offers broader tick protection, covering more species (including Gulf Coast ticks) than NexGard Plus. It also includes a Lyme disease prevention claim, a valuable benefit in Pennsylvania where Lyme is common.

Great All-In-One Protection: Simparica Trio combines: Sarolaner for fleas & ticks, Moxidectin for heartworm prevention, and Pyrantel for roundworms & hookworms. This combination allows it to provide broad parasite control in one monthly chew, comparable to NexGard Plus but with expanded tick protection and an additional disease label.

Approved for Smaller Dogs: Simparica Trio can be used safely in dogs as tiny as 2.8 lbs, offering more flexibility for small breeds. This improves consistency across our patient population and simplifies staff recommendations.

What Happens Next? If your dog is currently taking NexGard Plus, our team can help transition to Simparica Trio smoothly. No special testing is needed beyond your pet's routine yearly heartworm screening. If your dog has unique medical needs, we will happily discuss whether Trio is the best option or if a different preventative fits better.

Insights from Our Spunky Team Member, Marlo



White Oak welcomed me with open arms, and I haven't looked back since. It means a lot to work in a place that appreciates me for who I am - quirks and all - and White Oak is that place. Vets' offices can be quite a stressful experience for many pets. Whether they're nervous or outgoing, friendly or a bit uncooperative, I treat all pets within their boundaries. I often find a quiet calm with animals who love to play - Jeff I'm looking at you! With my past experience in shelters working with a wide variety of complex behaviors from anxiety and trauma to fear based reactivity, I am a voice for the pets who cannot speak for themselves. You have to advocate for your pet especially in stressful situations, and part of that advocacy comes from knowing your pets' limits, triggers, and behavioral or mental health. It's important for all pet owners to understand the basics of behavior and use that knowledge to help their pets succeed. My own dog - a 10-year-old bulldog with dementia - requires specific handling at home and at the vet. Understanding her behavior has enabled me to advocate for her so everyone including her stays safe. Every pet deserves to feel safe and supported.

Our Newest Team Members!

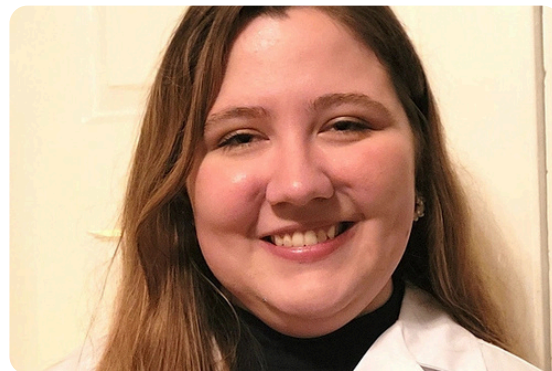
We are excited to share that White Oak Veterinary Clinic has welcomed two fantastic additions to our team!

Danielle - Receptionist

Danielle is one of the friendly voices you'll hear when you call the clinic. She will be answering about 50% of our incoming calls, helping us improve response times and ensure your questions are handled quickly and efficiently. We added an additional receptionist specifically to better serve our clients, and Danielle's warm personality and dedication make her a perfect fit for our front desk.

Brittany - Veterinary Technician

Brittany joins our medical team as a Veterinary Technician, bringing skill, compassion, and a strong commitment to exceptional patient care. She is already making a positive impact and helping us continue to provide the high-quality care your pets deserve.



Help Us Welcome Dr. Olivia Barner!

We are excited to welcome Dr. Olivia Barner to White Oak Veterinary Clinic. Dr. Barner is originally from Valencia, Pennsylvania, and has dreamed of becoming a veterinarian since she was four years old. She completed her undergraduate degree at Penn State University in Veterinary and Biomedical Sciences, with a minor in International Agriculture, before attending the University of Pennsylvania School of Veterinary Medicine. While completing her veterinary degree, she also earned her Master of Public Health through the Perelman School of Medicine. Her training includes externships with the USDA and the Pennsylvania State Department of Agriculture, along with volunteer experience at the Pittsburgh Zoo and the Belize Zoo, where she even helped track wildlife in the Belizean jungle. Dr. Barner's professional interests include client education, nutrition, small ruminants, exotic pets, senior care, and public health. She is thrilled to be back in Western Pennsylvania and looks forward to building strong relationships with our clients and their pets. When she's not in the clinic, she enjoys reading or watching Netflix dramas at home with her Maine Coon cat, Mr. Darcy, along with trying new restaurants, thrifting, and traveling. We are delighted to have her on our team and can't wait for you to meet her!

Angel Fund Success Stories: Toby & Star ✨



Toby's Bladder Stone Surgery

Toby came to the clinic with discomfort and trouble urinating. Diagnostics revealed his bladder was full of stones, a painful condition that required prompt surgery. Thanks to Angel Fund support, Toby received the procedure right away. His recovery went smoothly, and he is now home, comfortable, and back to his cheerful self.

Star's Life-Saving Pyometra Surgery

Star was brought in after sudden changes in her appetite and behavior. Testing confirmed pyometra, a severe uterine infection that requires emergency surgery. With help from the Angel Fund, Star received the life-saving procedure she needed. She is now recovering well and back at home with her loving family.

♥ Your Support Makes Miracles Happen

Because of you, Toby is pain-free and Star is alive today. The Angel Fund helps families in crisis and ensures pets receive essential, compassionate care when they need it most. Every donation—large or small—creates another success story.

If you'd like to support future Angel Fund miracles, please contact the clinic to learn how to donate.

Together, we make healing possible. 🐾

Important Rabies Vaccine Recall Update for Pet Owners

Announced: February 13, 2026

A voluntary recall has been issued by Boehringer Ingelheim for a specific lot of the IMRAB 3TF rabies vaccine after some vials were found to contain sterile water instead of the active vaccine. This recall was officially announced on February 13, 2026, according to the manufacturer's notice.

As the recall reached wider public attention, local news outlets—including CBS Pittsburgh—reported on the issue on February 25, 2026, prompting many pet owners to double-check their records.

Recall Details:

- Product: IMRAB 3TF, 1 mL dose
- Serial Number: 18665
- Expiration Date: March 12, 2027
- Issue: Some vials in this lot may contain sterile water instead of active vaccine, meaning affected pets did not receive effective rabies protection.

This recall affects pets vaccinated in Pennsylvania on or after September 29, 2025, only if they received this exact serial number. There is no safety or health risk—the concern is solely that the vaccine may not have provided immunity.

♥ A Reassuring Message for Our Clients

We want to reassure our clients that we were not affected by this recall. Our clinic uses a Zoetis-manufactured canine rabies vaccine, which is not part of the recall. If your pet was vaccinated at our hospital, you can rest assured that their rabies protection is valid, active, and fully effective.



A Night Out for a Great Cause: Supporting HEAL Animal Rescue

Several of our staff members and clients recently gathered for a fun and meaningful night out in support of HEAL Animal Rescue. The event was held in a beautifully decorated banquet hall filled with round tables, warm lighting, and a full house of enthusiastic supporters. From the buzz of conversation to the excitement surrounding the games and raffles, the room was full of energy and community spirit.

Our group enjoyed laughter, good food, and great company as we joined dozens of other animal lovers committed to helping local pets in need. While only one person from our table walked away with a prize, the experience was absolutely worth it. Every ticket purchased and every moment shared helped contribute to HEAL’s mission of rescuing, rehabilitating, and rehoming animals throughout the region.

Events like this remind us how lucky we are to be part of such a compassionate community. We’re grateful for everyone who came out to support the cause — and we look forward to many more opportunities to join together for the animals who rely on all of us.

Thank you, HEAL Animal Rescue, for the incredible work you do!

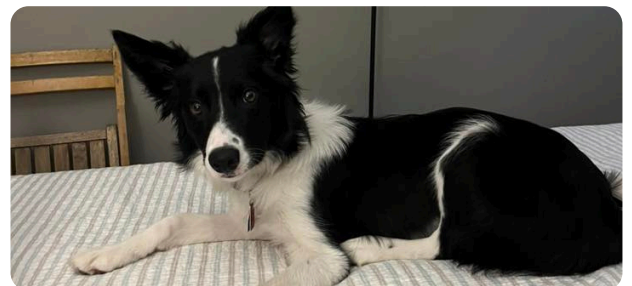


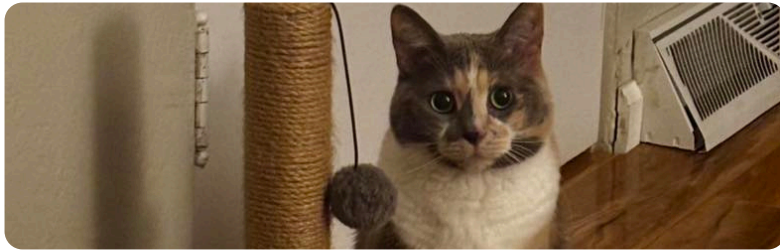
Shop Smart, Save Big: Your Pet’s Meds Just Got More Exciting!

Ordering your pet’s medications should be convenient, affordable, and easy — and our online pharmacy delivers all three! You’ll get fast shipping, simple auto-ship options, and prescriptions reviewed directly by your veterinarian for quick, accurate approvals.

Even better? We regularly offer promo codes and manufacturer discounts that often match or beat big online retailers—especially on preventatives and long-term medications. Plus, every purchase supports the clinic so we can continue serving out White Oak community.

✨ Be on the lookout for our **Tail Wagging Thursday** PetDesk messages for the newest promo codes and ongoing deals! Before you shop anywhere else, check out our online pharmacy for trusted care, great prices, and hometown support—all in one place.





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!

Welcome Back, Dr. Green! 🌸

We're excited to share that Dr. Green has returned from maternity leave.

During her time away, we were grateful to host several visiting veterinarians who helped ensure your pets continued to receive the care they deserve.

A heartfelt thank-you to Dr. Herr for holding down the fort, managing complex cases, and supporting our team throughout Dr. Green's leave.

We also want to extend a sincere thank-you to our clients for your patience, flexibility, and understanding throughout this transition. Your support means so much to our team.

We're thrilled to have Dr. Green back in the clinic and she looks forward to seeing all of you and your pets!

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!



Want to Donate?



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

5 Star Client Testimonials

"The staff is excellent, always upbeat and willing to help. Everyone goes above and beyond what is necessary. They take care of your fur babies like they were their own. Couldn't ask for a better veterinary clinic."

"I really like this vets office. The staff are always so friendly and helpful. The doctors loved my dog (he's very lovable) and were so kind and gentle with him. We just recently switched this past year and have only had good experiences."

"We took my 9-year-old bunny Nico there for treatment of his eye, ears, and sinuses. Dr. Green was spot on after her examination of him and her prescription of his meds. After one treatment at home, Nico is coughing way less and not itching his ears. He is well on his way to recovery thanks to the entire wonderful staff there. Very impressed and pleased. Highly recommend."