

Voluntary Recall of Rabvac 3 TF Serial 873113A
Clinic Questions and Answers & Script

Questions and Answers

Q: I received a phone call letting me know I need to have my pet revaccinated for rabies. What is this about and what do I need to do?

A: The manufacturer of this vaccine conducted a quality assurance test, which indicated a duration of protection issue with rabies vaccine your pet received. Because of this, the manufacturer has asked me to revaccinate (PET'S NAME HERE) to ensure he/she is fully protected against rabies. Let's schedule a time when you can bring (PET'S NAME HERE) in. There won't be a charge, as the manufacturer is covering the cost of revaccination.

Q: My pet just got all of his/her shots. Why do I need to have my pet revaccinated?

A: We are only revaccinating for rabies. A quality assurance test, conducted by the manufacturer, has indicated a duration of protection issue with the rabies vaccine your pet received. To ensure your pet is fully protected against rabies, the vaccine manufacturer is asking me to revaccinate.

Q: Is my dog at risk of contracting rabies?

A: It is difficult to determine the individual risk to each dog. Revaccination is a precautionary measure to ensure your pet is fully protected against rabies. Our highest priority is maintaining the health and well being of your pet.

Q: I heard some of your other clients talking about a rabies vaccine recall. I was never notified. Does my pet need to be revaccinated?

A: No. Your pet did not receive the same rabies vaccine that is in question. All owners whose pets were affected by the voluntary recall have been notified. There is no need to be concerned about this situation.

Q: Why is the vaccine being recalled?

A: In the best interest of pets, owners and veterinarians, the vaccine manufacturer has elected to voluntarily recall Rabvac 3 TF Serial 873113A because a quality assurance test indicated a duration of protection issue.

Q: Was this product tested for potency before it was sold to veterinarians?

A: Yes. As is true for all products, this vaccine was tested for safety and effectiveness before it was released to the veterinary market. It was found to be safe and effective; meeting all USDA-approved testing requirements.

Q: My pet received other vaccines at the same time it got its rabies vaccine. Does my pet need to be revaccinated for everything?

A: No. There are no other vaccines included in this voluntary recall.

Q: What if I have more questions later on? Who do I call?

A: Feel free to call our office for more information. If necessary, you may also call the manufacturer's Professional Services veterinarians at 800-533-8536.

Suggested Script

Hello. This is (NAME OF PERSON HERE) with (CLINIC NAME HERE). I'm calling today to let you know about a voluntary recall of the rabies vaccine that was administered to your pet. Recent quality assurance testing of this vaccine by the manufacturer indicated a duration of protection issue.

There is no need to be alarmed. To make sure your pet is fully protected against rabies, the manufacturer has asked we revaccinate pets that received this vaccine. Can I schedule a time for you to bring (NAME OF PET HERE) in to be revaccinated? There will be no charge for this, as the manufacturer is covering the cost of revaccination.

We apologize for this inconvenience, but the health and well being of your pet is our highest priority. Let me know what day and time works for your schedule.