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Bayview Veterinary Surgery  
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### Our Vets

Dr Austin McMahon (BVSc)  
Dr Bronwyn McMahon (BVSc)  
Dr Sheyne Horton (BVSc Hons)  
Dr Breanna Cooper (BVSc Hons)  
Dr Rachel Hansen (BVSc Hons)  
Dr Bruce Lamond (BVM&S, MRCVS)

**Our Nurses** – Alice Bassett, Ann Johnson, Emily Robb, Rachael Hultgren, Rebecca Royds, Kirsty Williams, Olivia Townsend, Zoe Tweddle, Samantha Douma, Leigh Butler, Deb Blanco.

### Clinic Hours

The clinic can be contacted between 8am-6pm Mon-Fri, and between 8am-1pm in Saturdays.

### After Hours


For Emergencies after hours call 4125 2788



## Confused about Pet Insurance???

So you have a new pet and among so many things to remember it's also time to decide whether to take out pet insurance. Organising pet insurance can be a very daunting process. Pet owners should investigate and compare all providers and their policies to find an insurer that will suit their budget and needs before committing. Choosi pet insurance [www.choosi.com.au/petinsurance](http://www.choosi.com.au/petinsurance) can help you compare and save money.

Below we have provided points to consider when choosing a pet insurance provider:

Key Point	Variances
Cover	Some policies will offer options for all of the following, or a combination: *Accident *Illness *Routine wellness visits
Excess	Some policies will have excess of varying amounts, others reimburse a particular percentage of veterinary expenses (usually around 75-80%)
Discounts	Some insurance companies now offer multi-policy discounts if other types of insurances are held with the same company.
Exclusions	Some policies will exclude certain medical conditions or treatments (such as cruciate ligament repair or congenital conditions) or even certain breeds.
Age Restrictions	Some companies only accept animals that fall between a specific age or automatically cease coverage once a certain age is reached.
Premiums	Many companies will offer a lower or discounted price for annual payment instead of monthly payments
Claims	How claims are submitted and how quickly they are processed varies greatly. Majority of insurers will reimburse owners once they have paid the account.
Choice of vet	Some companies allow customers to choose their own vet, others may have restrictions or approved clinics.
Conditions of claim	Certain diagnostics may not be covered or certain surgical procedures.. there may be other restrictions on certain policies and claims. Additionally, some companies may require that pets are kept up to date with preventative treatments such as vaccinations, worming etc for claims to be valid.
Pre-existing conditions	If pets have pre-existing medical conditions (ie.arthritis) then treatments associated with that condition might not be eligible for claim. It is important to clarify this with insurance companies.
Waiting periods	Waiting periods may vary between accident and illness covers, as well as for individual conditions - much like health insurance
Information kindly supplied by	 <p><b>WOOFRESOURCES</b> WOMEN &amp; PETS OWNERS ABN 88 566 922 077</p>

## 5 Minutes with Rachel



Dr Rachel Hansen

Rachel moved from Brisbane and has been with us since January 2017. She is well loved by her patients and can usually be found wandering the clinic with a puppy or kitten in her arms!!!

**Where did you study Vet Science?** University of Queensland, Gatton

**When did you know you wanted to be a vet?** Since I first saw Dr Harry on TV!

**What pets do you have at home?** One very, very, VERY spoilt cat called Peanut!

**Why you love living in Hervey Bay?** Its relaxing and much more peaceful compared to living in the city, and I get to see the beach every day!!

**What would you be if you weren't a vet?** A crazy cat lady!



## Product of the Month



The KONG-shaped Wobbler is an action-packed treat and food dispensing toy. It sits upright until pushed by a dog's paw or nose and then periodically dispenses tasty rewards as it wobbles, spins and rolls. The unpredictable movement keeps the toy challenging, even for seasoned Wobbler users. The Wobbler can also be used as an alternative to a dog bowl to help slow and extend mealtime while providing exercise for your dog. Unscrews for easy filling and cleaning.



We put Kong wobbler to the test with SQUID, Dr Breannas Cattle dog. Watch Squid and the KONG Wobbler in action on our youtube channel

[https://www.youtube.com/channel/UCRUg9H1QotBDYytHQUWRSJw/videos?view\\_as=subscriber](https://www.youtube.com/channel/UCRUg9H1QotBDYytHQUWRSJw/videos?view_as=subscriber)

Information from the Kong Wobbler Website  
<https://www.kongcompany.com/en-au/products/for-dogs/interactive-toys/wobbler/wobbler/>



It is with a heavy heart that we say goodbye to our Alice, who has been with us for 24 years!! Alice is leaving for the Sunshine Coast next month and we will miss her greatly. If you are lucky, you may still see her when she pops into the clinic to fill in when staff are on holidays. We wish her well on her new adventures!!

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