

Robina Town Medical Centre

Robina Town Centre
27 Arbour Lane Terraces
Robina Town Centre, 4226
Phone: 5578 9000
Fax: 5562 2176

ALL CORRESPONDENCE TO:
PO Box 3172
Robina Town Centre, 4230

Easy T Medical Centre
42 Scottsdale Drive
Robina, Q, 4226
Phone: 5503 6333
Fax: 5575 8906

PRACTICE INFORMATION SHEET
FULLY ACCREDITED GENERAL PRACTICE - since 1996 (24 yrs)

ROBINA TOWN CENTRE

Dr David BARTLETT BMBS
Practice Principal, Interest in General Medicine, Teaching, Practice Administration
Dr Nicole HUTCHISON BSc MBBS FRACGP
No new patients except one off skin checks and MTOP (medical terminations)
Practice Principal, Interest in Family Planning, Women's health, General Medicine
Dr Lisa BEECHAM MBBS FRACGP
Interest in Immunisation, Child Health and Women's health
Dr Aruni ABEYWARDENA MBBS
Musculo-skeletal, Smears, Cardiac, Gastro and Liver Disease, General Medicine
Dr Jane SMITH MBBS, FRACGP, Grad Dip FM, MHS
Interest in general practice and family medicine
Dr Karen HO MBBS, FRACGP
Paeds, preventative health, chronic disease, work related services
Dr Luke WARD FRACGP, MBChB
Chronic Disease management, General Family Medicine
Dr Roger HALLIWALL MBChB, FRACGP
Interest in Skin and General Medicine
Dr John Barr MBChB, FRACGP
General Medicine and treating with less medication
Dr Bridgette CARR, MBBS FRACGP
Interest in General Family Medicine & Paediatrics
Dr Christian ALLEN
Interest in General Family Medicine, Mental Health
Dr Michelle Seckington MBBS(Hons) FRACGP
General Medicine, Mens Health, Sexual Health, Skin cancer
Dr Andrew KREIS (GP registrar)
Interest in General Family Medicine
Dr Cedric NG LIET HING (GP registrar)
Interest in Skin Cancer, Chronic Disease, Child Health & General Family Medicine
Dr Danielle COLLINS (GP registrar)
Interest in General Family Medicine
Dr Ashleigh HEUKE (GP registrar)
Interest in General Family Medicine

EASY T

Dr David BARTLETT BMBS
Practice Principal, Interest in General Medicine, Teaching, Admin
Dr Annelies GEISSLER BMBS, FRACGP, DRANZCOG
Practice Principal, Interest in Women's Health and Paediatrics
Dr Brian LARTER MBChB (Cape Town) FRACGP MFGP FACRRM Aust
All aspects of General Practice, with a Speciality in Skin Cancer Surgery.
Dr Graeme BROWN BA MBBS FRACGP
Interest in General Family Medicine
Dr Ailie BROWN MBBS, LLB (hons), PLEAT
Women's health, General Medicine
Dr Alice HAWES FRACGP, MBBS (Hons), BPharm (Hons)
General Family Medicine, Women's health & Antenatal care
Dr Hannah HORVATH FRACGP, MBBS, DCH BBiomedSc
Interest in Paediatrics, Women's Health, Antenatal
Dr Disha MYSORE FRACGP, MBBS, MPHMT (ON MATERNITY LEAVE)
Interest in Sexual health, Chronic Disease, Women's health & Paediatrics
Dr James KILPATRICK FRACGP, MBBS
Interest in General Family Medicine, Women's health & Paediatrics
Dr Madde BOWSHIRE (GP Registrar) male
Interest in General Family Medicine
Dr Samantha MADELEY (GP Registrar)
Interest in General Family Medicine
Dr Grace HORTLE (GP Registrar)
Interest in General Family Medicine

IN HOUSE ALLIED HEALTH PROFESSIONALS

Clinical Psychology Dr Kamal Dhaliwal & Robyn Farley
Generalist Psychology Kate Bartlett
Dietitian Stephanie Blackwell
Podiatry Chris Hope, Espen Sigvartsen, Jesslyn Kee
Diabetes Education Deb Singh
Laser Therapist Josie Stanley
Ultrasound Sonographer: Jo Campbell

PRACTICE MANAGER'S:

Rachel Wallis Robina Town Medical Centre
Cindy Frost Easy T Medical Centre

NURSES:

Allergy & CDM Nurse: Ros, Heidi, Marti, Carrie, & Erin

RECEPTION: Martine
Renee, Jess, Judith, Nat, Liz, Amy, Susan,

JUNIOR'S: Mika, Alana, Shannae,, Olivia, Lilly, Aurora & Indi

Angus, Hamish, Kendal, Ginger

PRACTICE OPENING HOURS

ROBINA

Monday to Friday 7.30am to 5:30pm
Saturday From 8am–12.30pm
Sunday & Public Holidays: CLOSED

EASY T

Monday to Friday 7.30am to 5:30pm
Weekends & Public Holidays: CLOSED

OUR MEDICAL CENTRES are committed to providing comprehensive general practice care to all individuals and families in this community. We have a shared secure database between both our centres so your clinical information is available where ever you attend.

APPOINTMENTS – appointments preferred so the GP has allocated time to do required work. Walk-in patients will be fitted in at the earliest available time based on urgency. Every effort is made to keep to appointment times but this can be difficult due to emergencies or unexpected longer consultations. Please tell Reception if your consultation is likely to be tricky (e.g. insurance, medicals, postnatal, counselling, excisions, or multiple family members. Please cancel if you can't attend. **BOOK ONLINE:** Telehealth and face to face visits can be booked via our website. Conditions do apply.

NON ATTENDANCE

Please cancel any appointments you have booked if you are unable to attend. Three 'did not arrive' situations will lead to termination from the practice.

DO NOT ENTER IF YOU HAVE RESPIRATORY SYMPTOMS:

To keep the practice a safe environment for staff and visiting patients and avoid being shut down - please do not enter if you (or someone with you) has even minor cold, flu or gastro symptoms. eg cough, headache, sore throat, blocked ears, snifle, stomach ache, shortness of breath, and so on. **Stay home and book a Telehealth** or attend a respiratory clinic. If here stand back from the door and ring us. A Telehealth (phone) consultation will occur but if this is not sufficient to provide care you may be asked to attend a respiratory clinic for examination.

CONDITION OF ENTRY: Is noted on the door. This may include wearing a mask on our premises. Failure to follow these directions, or direction from staff or taking your frustrations out on staff is taken very seriously and you may be asked to leave the practice.

QUICK CHECK-IN ON ARRIVAL. If our check-in screens are active, take advantage of them and skip the queue. You can confirm/update your contact details and find out where you are in any queue's. Please use hand sanitiser first and ask for help if you need it.

REMINDER SYSTEM

We send an appointment reminder text 24 hours before your appointment. Health reminders or if your GP would like to see are also sent by secure text. Click the link and identify yourself to read.

WAITING TIME - We have several measures to assist in streamlining the waiting room and improving patient flow. To book the right type of appointment please pass on if the Doctor or Nurse advised you to have something done at your next visit. Check in through Reception if you are attending for a more tricky reason in case you need paperwork or more than one appointment 'arrived'.

PAYMENTS: Cash & EFTPOS but no private cheques or American Express.

STERILISATION - Reusable instruments used for procedures are sterilised in an autoclave under high temperature and pressure conditions to meet the

Australian Safety Standards. Disposable equipment is used in many instances to ensure patients safety.

CONTINUITY OF CARE AND DOCTOR OF YOUR CHOICE. We endeavour to help you see the doctor of your choice. All evidence suggests communication between doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account. We encourage patients to share with their GP the purpose, importance, benefits and risks associated with their care.

BULK BILLING IS AVAILABLE

Up to the age of 16 years with a current Medicare Card and for patients holding a Pensioner, HealthCare or Commonwealth Seniors Card or at Drs discretion. This is for standard length appointments but certain services and longer visits may not be bulk-billed, eg procedures, long visits and certain types of paperwork. Your doctor will inform you before the work is carried out though. We offer a \$10 discount for patients 16-18yo who are students holding a current Medicare card.

HOME VISITS - We provide house calls for patients of this practice when necessary on request. It is preferable for patients to attend the surgery as we are better equipped for examination and treatment.

AFTER HOURS – If you require medical attention afterhours please ring either surgery number 5578 9000 or 5503 6333. **For emergencies ring 000 or attend the closest hospital to you.**

TELEPHONE CALLS - Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse can help determine urgency but most problems are best dealt with in a consultation.

PROCEDURES - Our doctors can perform many minor surgical procedures such as removal of moles or skin lesions, cryotherapy (for cancers and warts), biopsies and excisions, treatment of simple fractures and so on. Smore complex procedures carry a gap fee which will be quoted to you when the booking is made. Both our practices have access to resuscitation equipment. Your doctor will ask for a longer appointment where necessary. Please do not book these types of appointments using online bookings.

INVESTIGATIONS- Doctors in the practice can perform electrocardiograms (ECGs), lung function testing, blood sugar testing, pregnancy tests and hearing tests. Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere as needed.

PATIENT TEST RESULTS - Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered the tests. This allows questions to be answered, scripts to be written or further investigations if necessary. Most GPs bulk-bill normal test results. Health and appointment reminders are sent by text so it is imperative we have your current phone number and address details. This information also prints on referrals and request forms and allows all parties to contact you where necessary. Checking in via our kiosk allows you to check contact information. **If you receive a text from us you will need to insert your surname and dob to identify yourself and open the text. From there you can book online if you wish.**

PATIENT RECALL FOR PREVENTATIVE CARE - To further improve our service to you, we have implemented a Patient Register for Preventative Activities. This is a Reminder/Recall System in which we contact you by mail or phone for follow-up of preventative activities such as a skin check, cholesterol or blood pressure check, Cervical smears, Mammogram or Prostate examination etc. Our practice takes part in state and territory registers which help us work out who is due to be seen. Patients attending this practice are automatically included on our Reminder/Recall Register. Please inform the Doctor, Nurse or Reception if you choose not to be included. You will need to sign a form for us to keep on record showing this. The purpose of our register is purely as a service to patients from this practice and confidentiality is ensured at all times.

CHRONIC DISEASE PREVENTION- We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to “measure up” and have your modifiable lifestyle factors assessed.

HEALTH ASSESSMENTS- Patients aged 45-49 are eligible for a funded health check to help identify chronic diseases for which you may be at risk. The assessments are a great way to establish a base line for your health and are the last funded service before you turn 75. From 75 a yearly health assessment is recommended which is a comprehensive review of a wide range of health issues. (Home assessments can be arranged).

DISABILITIES - It is surgery policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach or call our staff who will be willing to assist.

TRANSFER OF MEDICAL RECORDS - If your require a copy of your records to be sent elsewhere our practice sends a summary for free, but may charge up to \$30 for preparing complete records depending on size of records the fee can be up to \$50.

HEARING OR LANGUAGE ISSUES? -To help our GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use an Interpreter or Translating service where necessary. If you are hearing impaired you may email requesting an appointment\interpreter: reception@rtmc.com.au Please access our website for a link to health information translated in to different languages. A staff member is happy to help with verbal information.

YOUR MEDICAL INFORMATION & YOUR PRIVACY – Our practice uses computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. At times your information may need to be shared with other Health Care providers via a referrals or pathology \ x-ray requests. We have a Privacy Policy Brochure and a Written Practice Privacy Policy available on request or in our black waiting room folder

TRAINING CENTRE

Our practice provides training for GP registrars who are in their early years of General practice but are experienced doctors having done several years in the hospital.

BILLING POLICY- To deliver and maintain high quality health care with up to date equipment we are unable to bulk-bill all consultations. Payment of \$80 for a standard consultation is required on the day by either EFTPOS or cash. We do not accept cheques. Fees for other types of services can be obtained from our Receptionists. Services which don't attract a Medicare rebate are payable on the day eg Paperwork, Medicals, Insurance or Pre-employment medicals etc. You may be sent for services at outside companies where a fee might be applicable. You doctor should let you know if there will be a charge when referring, but be sure to ask when booking appointments.

THIS PRACTICE IS ACCREDITED- which is the process of measuring and ensuring quality in the General Practice. Accreditation is based on standards developed by the Royal Australian College of General Practitioners and Government representatives. Accreditation is a sign of this practice's ongoing commitment to Quality Patient Care.

We acknowledge the traditional custodians of the Gold Coast and surrounding areas. Our practice is participating in the 'Close the Gap' Government initiative. Please tell us if you identify as being of Aboriginal or Torres Strait Islander origin.



SHARING OF INFORMATION FOR OTHER REASONS

Our practice participates in quality improvement and research evaluation activities. Any information shared is de-identified and unable to be tracked. This is used to improve the quality of care and helps in regard to pooling of knowledge, expertise and resources to fill in gaps and meet health care needs of our local and wider communities.

COMMUNICATION POLICY

Our practice prefers phone communication. Email communication is not ideal as we cannot identify you and the method is not secure. If we do agree to email you information it will be password protected and you will need to ring to obtain the password. There may be a charge for work done without an appointment. Drs need allocated time to perform work so please book an appointment, don't email your request. Messages are passed to GPs and responses occur as quickly as they are able. Not every GP works every day but you may be asked to book an appointment.

PATIENT RIGHTS AND FEEDBACK - We recognise patients have certain rights and we endeavour to support these rights. If you are unhappy with any aspect of the services or if you feel your rights are not supported, we would appreciate your comments. Patient feedback is very valuable to us as we can either continue great services or make improvements. Forms are available on the Reception desk or our website. Should you wish to take any complaints further you can contact: Office of the Health Ombudsman. info@oho.qld.gov.au Ph: 133 646