



Robina Town Medical Centre

Easy T Medical Centre

Robina Town Centre
Shop 5005 / 19 Robina Town Centre Drive
Robina, Qld 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, Qld, 4226
Phone: 5503 6333
Fax: 5575 8906

PRACTICE INFORMATION SHEET

FULLY ACCREDITED GENERAL PRACTICE - since 1996 (28 yrs)

ROBINA TOWN CENTRE

Dr David BARTLETT MBBS
Practice Principal, Interest in General Medicine, Teaching, Practice Administration
Dr Nicole HUTCHISON BSc MBBS FRACGP
New patients only for skin checks & MTOP
Practice Principal, Interest in Family Planning, Women's health, General Medicine
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
Interest in Paeds, preventative health, chronic disease, work related services
Dr Luke WARD FRACGP, MBChB No new patients
Interest in Chronic Disease management, General Family Medicine
Dr Bridgette CARR, MBBS FRACGP
New patients only for newborns/antenatal care
Interest in General Family Medicine & Paediatrics
Dr Matthew Power MBBS, FRACGP
Interest in Skin checks and procedures
Dr Danielle COLLINS MBBS (Hons) FRACGP ON MATERNITY LEAVE
Interest in General Family Medicine
Dr Nancy Liu BmedSc, Bsc(Hons), MD, FRACGP
Interest in Womens' Health, Palliative care & Migrant Health.
Dr Nisha Nangrani MBBS (Hons), FRACGP
Interest in General Family Medicine
Dr Andrew Kreis Bsc, BhlthSc, MBBS, Dip Paeds, FRACGP
Interest in General Family Medicine
Dr Vivian Tang MD, RACGP
Interest in General Family Medicine
Dr Henry Lee MD, FRACGP
Interest in General Family Medicine
Dr Divya Nagarajan (GP registrar) MATERNITY LEAVE
Interest in General Family Medicine
Dr Robertson Mackenzie (GP Registrar)
Interest in General Family Medicine

EASY T

Dr David BARTLETT MBBS
Practice Principal, Interest in General Medicine, Teaching, Admin
Dr Annelies GEISSLER MBBS, FRACGP, DRANZCOG
New patients for IUD only
Practice Principal, Interest in Women's Health and Paediatrics
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 James KILPATRICK FRACGP, MBBS
Interest in General Family Medicine
Dr Penny Byford MB ChB, DRANZCOG, FRACGP, DCH
Interest in General Family Medicine, Women's health & Paediatrics
Dr Karin Lines MB BCh, DCH(SA) FRACGP No new patients (except Skin Checks)
Interest in General Family Medicine, Women's health & Paediatrics
Dr Grace Hortle MD, BExSc
Interest in General Family Medicine
Dr Gerard Young (GP Registrar)
Interest in General Family Medicine
Dr Stefanie Ring (GP Registrar)
Interest in General Family Medicine
Dr Jack O'Halloran (GP Registrar)
Interest in General Family Medicine

IN HOUSE ALLIED HEALTH PROFESSIONALS

Clinical Psychology	Dr Kamal Dhaliwal
Dietitian	Stephanie Blackwell
Podiatry	Chris Hope, Jesslyn Kee, Joe Kim
Diabetes Education	Deb Singh
Ultrasound Sonographer:	Jo Campbell

PRACTICE MANAGER'S:

Jessica Daniels	Robina Town Medical Centre
Cindy Frost	Easy T Medical Centre
21C	Natalie Briers

NURSES: Ros, Marti, Erin, Mika, Michelle, Beth

Allergy & CDM Nurse: Martine

RECEPTION: Renee, Judith, Liz, Susan, Aurora, Ella, Kate, Amy, Rebecca, Grace & Kaitlyn

JUNIOR'S: Kendal, Mia & Maddison

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 are required for any work needed so GP's have allocated time. Walk-in patients will be fitted in based on urgency.

BOOK ONLINE: Standard Telehealth and face to face visits can be booked via our website or the AMS app. Conditions do apply.

CAN'T ATTEND? Please cancel with at least one hours notice for GP's or **one day** for Allied Health. We send an appointment reminder text the day before. Reply NO to cancel OR ring the practice.

Three 'did not arrive' situations will lead to practice termination.

DO YOU HAVE RESPIRATORY SYMPTOMS?

If Telehealth does not suit you will need to provide photo proof of a negative RAT (or PCR) test with date and ID beside it. On arrival, please ring from outside the practice as we are trying to keep vulnerable patients and staff free from infection. Please bring a mask to be worn in consult room with doctor.

OUR PRIVATE BUSINESS; CONDITION OF ENTRY is noted on the door.

People entering our premises agree to our conditions which might include wearing a mask. 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 permanently leave the practice.

CHECK-IN ON ARRIVAL. Swipe your Medicare card to quickly check in and see where you are in any queues.

REMINDER SYSTEM

We send health reminders from your GP and appointment reminders via text. If you do not have a mobile we will ring you.

WAITING TIME - Booking the right type of appointment is important.

Every effort is made to keep to appointment times but this can be difficult due to emergencies or unexpected longer consultations. (Please tell the GP your most important issue first). When booking explain if your consultation is likely to be tricky (e.g. insurance, medicals, postnatal, counselling, excisions, or if you have multiple family members to be seen).

DISABILITIES – Our surgery can 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.

PAYMENTS: Cash & EFTPOS. only No private cheques or American Express.

STERILISATION - Reusable instruments 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 try to help you see the doctor of your choice as evidence suggests communication between doctor and patient is improved when a good relationship exists between both parties. It is not always possible to see the same doctor so our system of recording notes takes this into account. Your notes are available between both practices.

BULK BILLING IS AVAILABLE (valid Medicare card required)

Up to the age of 16yrs and for those who hold a Pensioner, Health Care 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. Your doctor will inform you before the work is carried out. We offer a \$10 discount for patients 16-18yo who are students holding a current Medicare card.

WERE YOU BULK BILLED? An approval text is sent to you shortly after the billing occurs. Please click the link, view the voucher and click the green APPROVE button. Failure to do this may lead to bulk billing ceasing for you in the future.

MYMEDICARE: This is a new Medicare initiative. We encourage patients of our practice to register with us. We can give you a form at the desk or you can register yourself via the Medicare app. This allows longer Telehealth consultations and further benefits in 2024.

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.

PROCEDURES – only book through Reception and at direction of a GP. 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. More 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.

INVESTIGATIONS- We can perform electrocardiograms (ECGs), ear suction/ear syringing, blood sugar testing, pregnancy tests, hearing tests and 24hr blood pressure monitoring. Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere as needed.

PATIENT TEST RESULTS – We recommend patients return to obtain test results, preferably with the doctor who ordered the tests. This allows questions to be answered, scripts to be written or further investigation 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 mobile number and address details. These also prints on referrals and request forms which allows all parties to contact you where necessary.

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 checks, 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 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).

SERVICES WE PROVIDE: Consultations, Age and other Medicals, Insurance and Travel paperwork, Treatment room services, 24hr BP monitor, Procedures, Skin checks, Allergy Testing and General family medicine. Please ask our Reception, Doctors or nurses if you require something specific.

RELIGIOUS OR CULTURAL BELIEFS

Please inform your GP of any particular beliefs you may have, whether they be religious or culturally based so we can provide appropriate treatment for you.

TRANSFER OF MEDICAL RECORDS - If you require a copy of your records to be sent elsewhere our practice sends a summary for free. If records have to be manually produced there may be a fee for our time.

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 system.

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 \$85 for a standard consultation is required on the day by either EFTPOS or cash. Fees for our other services can be obtained from our Receptionists. Services which do not 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.

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

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 surrounds. 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 may not be secure. If we do agree to email you information it will be password protected. 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 and they may ask you 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