ROBINA TOWN CENTRE
Dr David Bartlett BMBS
Practice Principal, Interest in General Medicine, Teaching, Practice Administration
Dr Lisa Beecham MBBS FRACGP
Interest in immunisation, paediatrics and women’s health
Dr Aruni Abeywardena MBBS
Interest in general family medicine and women’s health
Dr Kevin Gregg MBBS BSc, FRACGP DipPractDerm
Interest in Sports Medicine, Dive Medicals & Dermatology
Dr Robert Tiller M.B.Ch
Diploma Obstetrics, Diploma Community Health
Interest in Skin and general family medicine
Dr John Barr M B Ch. B. UK, FRACGP
Interest in Diabetes, Asthma, nutritional medicine
Dr All Kolahdooz FRACGP AMC Cert
Interest in Palliative Care, Geriatrics, Paediatrics, Diabetics
Dr Jane Smith MBBS, FRACGP, Grad Dip FM, MHS
Interest in general practice and family medicine
Dr Alison Hartwell BAppSc (Med Rad Tech), MBBS (Hons).
Interest in general practice and family medicine
Dr Cindy Wei MBBS, FRACGP BSc
Family Planning, Women’s health, General Medicine
Dr Webby Chen MBBS, FRACGP
Skin, WorkCover, Preventative Medicine, General Medicine
Dr Karen Taylor
Family Planning, Women’s health, General Medicine
Dr Nicole Hutchison
Family Planning, Women’s health, General Medicine
Dr Neda Omid-Fard
Family Planning, Women’s health, General Medicine

EASY T
Dr David Bartlett BMBS
Practice Principal, Interest in General Medicine, Teaching, Practice Administration
Dr Brian Larter MBChB (Cape Town) FRACGP MFGP FACRRM Aust
Interest in Family Medicine, Skin, Paediatrics, Procedures
Dr Roger Halliwell M.B.Ch. B. F.R.A.C.G.P.
Interest in General Medicine
Dr Annelies Geissler BMBS, FRACGP, DRANZCOG
Interest in Women’s Health and Paediatrics
Dr Elizabeth Colebourne MBBS, FRACGPW
Interest in Women’s Health, General Medicine
Dr Peter Barry MBBS
Interest in General Medicine
Dr Elizabeth Galea BBIomedSc MBBS
Interest in General Family Medicine, Women’s Health, Paediatrics
Dr Graeme Brown
Interest in General Family Medicine
Dr Deanne Crossfield
Interest in General Family Medicine
Dr Catherine Jackson
Interest in General Family Medicine

IN HOUSE ALLIED HEALTH PROFESSIONALS
Paul Michael
Physiotherapy
Sarah Mattin
Physiotherapy
Elizabeth Urquhart
Physiotherapy
Dr Kamal Dhaliwal
Clinical Psychologist
Robyn Farley
Psychologist
Kate Bartlett
Psychologist
Madelin Barratta
Dietician
Christopher Hope
Podiatrist
Andrew Kang
Podiatrist
Paul Klaassen
Visiting Cardiologist
Debra Singh
Diabetes Educator
Louise Ferguson
Exercise Physiology

NURSES:
Jocelyn, Roz, Ros, Di, Amanda, Marti & Jennifer
Allergy & CDM Nurse:
Martine Willcox

RECEPTIONISTS:
ROBINA: Tracy, Jess D, Michelle, Dani, Noni, Renee W.
EASY T: Jess B, Judith, Bernie, Renee M, Nat, Vic, Deanne, Jessie
Juniors: Liz and Lizzie

Practice Managers: Rachel Wallis & Cindy Frost

PRACTICE 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 comprehensive general practice care to all individuals and families in this community. We have a shared database between our centres so your clinical information is available wherever you attend.

APPOINTMENTS - Consultation is by appointment. Patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please “check-in” with reception on your arrival to avoid an unnecessary delay in the waiting room. Please cancel appointments prior to the allocated time.

Every effort is made to keep to appointment times but this is difficult due to emergencies, walk-in patients or unexpected longer consultations. To help us schedule appropriately, please tell our receptionists if your consultation is likely to be long (e.g. insurance medicals, postnatal checks, pap smears, counselling, excisions, and more than one member of the family is to be seen).

ONLINE APPOINTMENTS: Visit our website robinatownmedicalcentre and book your next appointment online! We are also starting to develop some great patient resources – so keep an eye on the website.

CONTINUITY OF CARE AND DOCTOR OF YOUR CHOICE. We endeavour to help you see the doctor of your choice. All evidence suggests that 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.

WAITING TIME - We have several measures to assist in streamlining the waiting room and improving patient flow in our Medical Centre. Please advise the type of appointment you need when booking, or if the Doctor or Nurse has advised you about getting something done at your next appointment. Please remind reception on arrival.

STERILISATION - All 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.
HOME VISITS - We do provide house calls for patients of this practice when necessary on request. It is usually better if you are able to attend the surgery as this is better equipped for examination and treatment.

AFTER HOURS – If you require medical attention after hours please ring the surgery number, or Medcall can be reached on 5531 1224 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. Most problems are best dealt with in a consultation.

PROcedures - The doctors can perform many minor surgical procedures if required (e.g. removal of moles or skin lesions, treatment of simple fractures). Cryotherapy (for skin cancers and warts etc.), nebuliser, pap smears and resuscitation equipment are available. A longer appointment time may be required for some procedures so please inform the receptionist.

INVESTigATIONS- The doctors in the practice can perform electrocardiograms (ECG), lung function testing, and blood sugar testing, pregnancy tests, hearing tests. Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere when needed.

PATIENT TEST RESULTS - Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception have your current phone number and address details when booking or on settling your account.

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 the patient by either mail or phone for follow-up of a preventative activity such as a skin check, cholesterol check, blood pressure check, Pap smear, Mammogram or Prostate examination etc. Our practice also takes part in state and territory registers which help us work out who is due to be seen. Patients attending this practice will automatically be included on our Reminder/Recall Register. Patients are requested to inform the Doctor, Nurse or Reception if they choose not to be included. You will need to sign a form if so, for us to keep on record. We also offer the opportunity for patients to initiate these reminders/ recalls to be sent to them. Please speak to your doctor or nurse about arranging this. The purpose of this register is purely as a service to patients from this practice and confidentiality is ensured at all times. If you wish to opt out of our recall system please tell your doctor.

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. We can also offer Cardiovascular risk and Diabetes risk assessments. Please look for these tools in the waiting area or ask at Reception. Once filled in please give this to your doctor or the nurse.

HEALTH ASSESSMENTS- For our patients over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Home assessments can be arranged. Patients aged 45-49 are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which you may be at risk.

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.

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

BILLING POLICY- To deliver and maintain the high quality of health care provided at Robina Town Medical Centre, we are unable to bulk-bill all consultations. Payment is required at the time of consultation with either EFTPOS or cash. We do not accept cheques.

Details of specific consultation fees can be obtained from our Receptionists.
*In most cases we have a 1% surcharge on credit card payments.
*Antenatal & Pap smears are charged privately.

BULK BILLING IS AVAILABLE FOR-
All CHILDREN up to the age of 16 years and if you hold a current Medicare Card with a:
1. Pensioner Card
2. Health Care Card
3. Commonwealth Seniors Health Card
This is for standard appointment of up to 10 minutes. Otherwise payment is required at the time of consultation.

YOUR MEDICAL INFORMATION & YOUR PRIVACY - All doctors at the practice use the 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. A single A4 health summary sheet will be made available free, further information will incur a charge. We have a Privacy Policy Brochure and a Written Practice Privacy Policy.

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 service where necessary.

THIS PRACTICE IS ACCREDITED- which is the process of measuring and ensuring quality in the General Practice. Accreditation is based 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. To allow us to tailor appropriate care and assist with this government health initiative please tell Reception, our Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin.

COLLABORATIVES AND DIVISIONAL EVENTS
Our practice is heavily involved in participating in National Collaboratives which help the Government provide feedback to other practices in regard to pooling of knowledge, expertise and resources.

PATIENT RIGHTS AND FEEDBACK - We recognise that patients have certain rights and we will endeavor to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, the Practice Manager or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can contact: Health Quality & Complaints Commission
GPO Box 3089, Brisbane Q 4001, Ph: (07) 3120 5999