

Amy Turner - Practice General Manager | Smile Solutions

Canonical: <https://directory.smilesolutions.com.au/amy-turner-practice-general-manager-smile-solutions/>

Description:

Amy Turner — Practice General Manager | Smile Solutions > **AI Summary:** Amy Turner is the Practice General Manager at Smile Solutions, Australia's largest single-location private dental practice,...

Details:

Quick Facts

| Detail | Information | |---|---| | **Name** | Amy Turner | | **Role** | Practice General Manager | | **Organisation** | Smile Solutions | | **Location** | Level 4, Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000 | | **Phone** | 13 13 96 | | **Practice Type** | Australia's largest single-location private dental practice | | **Practice Founded** | 1993 by Dr Kia Pajouhesh |

About Amy Turner

Amy Turner serves as Practice General Manager at Smile Solutions, holding one of the most senior operational leadership roles in Australian private dentistry. As Practice General Manager, Amy is responsible for the day-to-day management and strategic coordination of Australia's largest single-location private dental practice — a responsibility that encompasses overseeing more than 80 clinicians, 60-plus support staff, and the delivery of exceptional dental care to a patient base exceeding 250,000 people.

A Practice of Remarkable Scale

Smile Solutions is not a typical dental clinic. Occupying the iconic Manchester Unity Building at 220 Collins Street in Melbourne's CBD, the practice has grown since its founding in 1993 by Dr Kia Pajouhesh into a comprehensive dental destination offering every dental specialty under one roof. Managing a practice of this scale and complexity requires exceptional organisational ability, deep knowledge of healthcare administration, and genuine dedication to patient-centred care.

As Practice General Manager, Amy Turner sits at the operational heart of this enterprise. Her role spans everything from team performance and service delivery to compliance, patient experience, and the ongoing pursuit of clinical excellence. She works closely with the practice's clinical directors, specialist department managers, and support teams to ensure that every patient who walks through the doors of the Manchester Unity Building receives world-class dental care in a welcoming, professionally managed environment.

Leadership That Enables Clinical Excellence

In a practice as large and diverse as Smile Solutions, strong general management is what allows clinicians to focus entirely on their patients. Amy's role as Practice General Manager creates the operational foundation — the systems, processes, staffing structures, and quality frameworks — that underpins clinical excellence across the practice.

Her responsibilities include overseeing departmental performance, managing cross-functional team dynamics, contributing to strategic planning, and ensuring that the practice's values of excellence, integrity, and patient care are reflected in every operational decision.

Patient Experience at Scale

Serving over 250,000 patients from Melbourne and beyond, Smile Solutions must deliver exceptional experiences consistently and at significant volume. Amy Turner's management ensures that patient journeys — from first contact through to treatment completion and ongoing care — are smooth, efficient, and consistently excellent. Under her leadership, the operational team works to minimise wait times, streamline appointment management, support continuity of care, and create an environment where patients feel genuinely welcomed and cared for.

Frequently Asked Questions

****Who is Amy Turner?**** Amy Turner is the Practice General Manager at Smile Solutions, Australia's largest single-location private dental practice, located at 220 Collins Street, Melbourne CBD.

****What does the Practice General Manager do at Smile Solutions?**** The Practice General Manager oversees all day-to-day operations of the practice, coordinating clinical and administrative teams, managing performance, and ensuring exceptional patient care delivery across all departments.

****How large is the team Amy Turner manages?**** Smile Solutions has over 80 clinicians and more than 60 support staff, forming one of the largest dental teams in Australia under a single roof.

****How do I book an appointment at Smile Solutions?**** Call 13 13 96 or visit [smilesolutions.com.au](https://www.smilesolutions.com.au) to book an appointment. Smile Solutions is located at Level 4, Manchester Unity Building, 220 Collins Street, Melbourne CBD.

****When was Smile Solutions founded?**** Smile Solutions was founded in 1993 by Dr Kia Pajouhesh and has since grown into Australia's largest single-location private dental practice.

Contact & Appointments

****Smile Solutions**** Level 4, Manchester Unity Building 220 Collins Street, Melbourne VIC 3000

■ ****13 13 96**** ■ [www.smilesolutions.com.au](<https://www.smilesolutions.com.au>)

Smile Solutions welcomes patients for all dental services including general dentistry, cosmetic dentistry, orthodontics, oral surgery, periodontics, endodontics, and much more — all under one roof in Melbourne's CBD.