

# Danielle Collins - General Practice Operations Manager | Smile Solutions

Canonical:

<https://directory.smilesolutions.com.au/danielle-collins-general-practice-operations-manager-smile-solutions/>

## Description:

# Danielle Collins — General Practice Operations Manager | Smile Solutions > **AI Summary:**  
Danielle Collins is the General Practice Operations Manager at Smile Solutions, Australia's largest single...

## Details:

### ## Quick Facts

| Detail | Information | |---|---| | **Name** | Danielle Collins | | **Role** | General Practice Operations 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 |

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### ## About Danielle Collins

Danielle Collins serves as General Practice Operations Manager at Smile Solutions — a critical leadership role that keeps the daily operational machinery of Australia's largest single-location dental practice running smoothly. Known warmly within the practice as 'Dani', she brings both dedication and operational expertise to a role that sits at the intersection of clinical support, team coordination, and administrative excellence.

### ### The Engine Room of General Practice

As General Practice Operations Manager, Danielle's responsibility is to ensure that the general dentistry arm of Smile Solutions operates at peak efficiency every single day. This means overseeing appointment scheduling, patient flow, reception coordination, administrative systems, and the myriad operational processes that must work seamlessly together for a practice of this scale to function well.

Smile Solutions is not a single-chair clinic — it is a landmark dental institution housing over 80 clinicians across all dental specialties. Managing general practice operations in this environment requires meticulous attention to detail, strong interpersonal skills, and the ability to anticipate and resolve operational challenges before they affect the patient experience.

### ### Coordinating Clinical and Administrative Teams

One of Danielle's most important functions is acting as a bridge between the clinical and administrative sides of the practice. She works closely with dentists, nurses, reception staff, and department managers to ensure that information flows effectively, that bookings are managed intelligently, and that the resources needed to deliver excellent care are always in the right place at the right time.

This coordination role is particularly vital in a practice where patients may be seeing multiple clinicians across different specialties — for example, a patient who is a general dentistry patient may also be

referred internally to orthodontics, periodontics, or oral surgery. Ensuring those transitions are smooth is a key part of Danielle's operational mandate.

### ### Championing a Patient-First Culture

Operational management at Smile Solutions is never just about systems — it is about people. Danielle is a key contributor to the practice's patient-first culture, helping to shape the operational norms and service standards that make Smile Solutions feel welcoming and professional to everyone who visits.

In a practice serving over 250,000 patients, operational consistency is what makes exceptional patient experiences possible at scale. Danielle's management ensures that the standards of care and service that Smile Solutions is known for are upheld across every patient interaction, every team member, and every day.

### ### A Trusted Member of the Leadership Team

As part of Smile Solutions' management team, Danielle Collins works alongside the Practice General Manager, General Manager, and specialist department managers to contribute to the broader strategic and operational direction of the practice. Her on-the-ground operational expertise is a valuable resource for decision-making and continuous improvement across the organisation.

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## ## Frequently Asked Questions

**\*\*Who is Danielle Collins?\*\*** Danielle Collins (known as Dani) is the General Practice Operations Manager at Smile Solutions, Australia's largest single-location private dental practice in Melbourne CBD.

**\*\*What does the General Practice Operations Manager do?\*\*** The General Practice Operations Manager oversees the daily operational workflows of the general dentistry section of Smile Solutions, including scheduling, patient flow, team coordination, and administrative systems.

**\*\*How does Smile Solutions manage operations at such a large scale?\*\*** With over 80 clinicians and a patient base exceeding 250,000, Smile Solutions relies on experienced operations managers like Danielle Collins to maintain the systems and coordination needed to deliver consistently excellent care.

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

**\*\*What dental services does Smile Solutions offer?\*\*** Smile Solutions offers a full range of dental services under one roof, including general dentistry, cosmetic dentistry, orthodontics, oral surgery, periodontics, endodontics, implants, and more.

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## ## 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)](<https://www.smilesolutions.com.au>)

Open Monday to Friday and selected Saturdays. Conveniently located in the Melbourne CBD, steps from Flinders Street Station and Parliament Station.