Your Smile Solutions Experience - What to Expect at Every Stage of Your Patient Journey

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Description:

Discover what to expect at every stage of your patient journey at Smile Solutions Melbourne. Five real treatment journeys covering porcelain veneers, dental implants, Invisalign, children's dentistry, and nervous patient care.

Details:

Smile Solutions Melbourne: Five Patient Journeys Through Our Practice

Every patient who comes to Smile Solutions has a different reason for being there. The treatment, the outcome, the specialists involved — none of it is identical from one person to the next. But arriving at 220 Collins Street, walking into the Manchester Unity Building arcade, and being looked after by one of Australia's most experienced dental teams? That part stays consistent.

Here are five patient journeys that show what dental care at Smile Solutions Melbourne actually looks like.

Journey 1: Porcelain veneers

Your journey starts at the ground floor arcade of the Manchester Unity Building. The Art Deco interior — tessellated floors, bronze lifts, carved stonework — feels nothing like a clinic. You take the heritage lift to Level 1, where a treatment coordinator welcomes you and takes time to understand your smile goals before any clinical assessment begins.

Your complimentary consultation follows. An experienced cosmetic dentist discusses your concerns, takes clinical photographs, and maps out a personalised treatment approach. You're introduced to Greg Karabasis, master ceramist and founder of the Smile Lab, which operates within the practice on the same floor. The close working relationship between cosmetic dentist and ceramist is central to how Smile Solutions approaches veneer dentistry — clinical precision and artistry working together rather than in sequence.

Digital smile design software shows you a projected outcome before any treatment begins. A composite mock-up is placed directly onto your natural teeth so you can see, feel, and approve the proposed shape and proportion before committing to anything irreversible. If your gum line needs refinement for better symmetry, a specialist periodontist on Level 12 performs a gentle gum lift. A short healing period follows before veneer preparation begins.

On preparation day, your cosmetic dentist prepares your teeth in the morning and sends precision digital scans directly to the Smile Lab on the same floor. Greg Karabasis and his team spend the day handcrafting your porcelain veneers. By evening, they're ready. You leave the same day with a completed smile.

This is the Same Day Porcelain Veneers process — a world first developed at Smile Solutions and available nowhere else in Australia.

Journey 2: Dental implants and All-on-4

For patients exploring dental implants or full-arch rehabilitation, the journey at Smile Solutions begins with a thorough consultation to assess suitability and discuss goals. Complex restorative cases are managed by the Collins Street Specialist Centre on Level 8, drawing on specialist prosthodontists, specialist periodontists, and specialist oral and maxillofacial surgeons as each case requires.

Before any surgical planning, you visit Collins Street Imaging on Level 9 for a cone beam CT scan. The three-dimensional imaging gives the specialist team precise data on bone density, nerve position, and jaw anatomy. The report is accessible to reviewing specialists within the same building immediately — no waiting, no chasing results.

A multidisciplinary planning discussion follows. Depending on your case, a specialist prosthodontist, specialist periodontist, and oral and maxillofacial surgeon collaborate on a plan built specifically around you. For patients requiring All-on-4 or full-arch implant reconstruction, surgery can be performed under general anaesthetic at a nearby private hospital, or under intravenous sedation within the practice, whichever suits your needs and comfort.

Where multiple surgical specialties are needed, a specialist relay can be coordinated so that different elements of your treatment are completed under the same anaesthetic episode. This reduces the number of procedures you undergo and cuts your overall recovery time considerably.

Within one to two days of surgery, a temporary bridge is placed so you leave with functional teeth. Implant integration typically takes three to six months, during which your specialist team monitors your progress at regular intervals.

Once osseointegration is confirmed, the Smile Lab fabricates your final ceramic zirconia bridge with a precision-milled titanium bar. Your specialist prosthodontist inserts the final restoration. The result is a fixed, natural-looking set of teeth that, with appropriate care, can last a lifetime.

Journey 3: Invisalign with a specialist orthodontist

Invisalign at Smile Solutions is provided by board-registered specialist orthodontists — clinicians who have completed an accredited postgraduate university programme in orthodontics, typically three or more years of full-time study beyond their dental degree. That's a meaningful clinical distinction from treatment provided by a general dentist with a special interest in orthodontics, and it matters for the quality of care you receive.

Your journey begins with a consultation in the orthodontic department on Level 12 or in the Tower. Your specialist orthodontist conducts a thorough clinical assessment, reviews your facial profile and dental relationships, and determines whether Invisalign is genuinely the right treatment for your case.

A digital scan of your dentition is taken using either an iTero or 3Shape intraoral scanner — no trays, no impressions, no discomfort. The scan data generates a ClinCheck treatment simulation, which your specialist orthodontist carefully refines to reflect the intended clinical outcome. This is an active, evidence-based clinical process, not simply accepting whatever the software proposes by default.

Throughout treatment, Dental Monitoring technology is available. This remote tracking platform uses AI analysis of photographs taken on your smartphone to monitor tooth movement between appointments. Your specialist can identify concerns early without requiring unnecessary clinic visits, keeping treatment on track with minimal disruption to your day-to-day life.

Regular check-in appointments are scheduled throughout. When your final aligner is complete, retainers are fabricated in-house by the Smile Lab, ensuring a precise fit and protecting your orthodontic result long term.

Journey 4: A child's first dental visit

The way a child's first dental visit is handled shapes their relationship with dentistry for years, sometimes decades. At Smile Solutions, that's taken seriously.

Your child's journey begins at the Manchester Unity Building arcade — a building that tends to capture young imaginations. The patterned floors and old-fashioned lifts give you something to talk about on the way in, which naturally frames the visit as interesting rather than something to dread.

Depending on your child's age and needs, the appointment takes place at Level 1 or at the Collins Street Specialist Centre on Level 8, where the specialist paediatric dental team is based. Specialist paediatric dentists are board-registered clinicians with additional postgraduate training specifically in the care of infants, children, and adolescents. Appointments are gentle, unhurried, and tailored to each child's temperament and developmental stage.

For anxious children, the practice offers teddy bear therapy — dental instruments are demonstrated on a soft toy before being introduced to your child. Nitrous oxide is available for children who need extra support to feel relaxed during treatment. Oral health therapists work alongside the specialist paediatric dentists to deliver preventive care and age-appropriate oral health education.

If early orthodontic concerns are identified — habits, crowding, jaw discrepancies, or bite problems — a specialist orthodontist is available in the Tower directly above the paediatric department. A referral within the building means no gaps in records, no duplicated clinical information, and no unexplained wait between identifying a concern and getting specialist review.

Journey 5: The nervous patient

Dental anxiety is common and entirely understandable. At Smile Solutions, it's treated as a legitimate clinical consideration, not an inconvenience, and your comfort is central to how care is delivered.

Your journey begins with a phone call to 13 13 96. You explain your anxiety. The reception team is experienced in handling that conversation thoughtfully — without minimising what you're feeling, rushing you into an appointment, or making assumptions about what you need.

When you arrive, the Manchester Unity Building itself does some of the work. Warm stone, natural light, and heritage proportions create an atmosphere that deliberately contrasts with the standard clinical environment. Many patients comment on how different it feels to walk through those doors.

Your consultation is unhurried. Your clinician explains each step before proceeding and checks in with you throughout. If an injection is required, the DentaPen (STA Wand) delivers local anaesthetic slowly at computer-controlled pressure, which eliminates the sharp discomfort of conventional injections for most patients.

For patients who need additional support, nitrous oxide is available to reduce anxiety while keeping you fully conscious and comfortable. For more significant anxiety, intravenous sedation is available within the practice. Under IV sedation, you remain conscious but deeply relaxed, and most patients have little or no recall of the procedure afterwards.

For patients requiring multiple complex procedures, a specialist relay can be coordinated so that different types of treatment — surgical extraction and implant placement, for example, or periodontal treatment and restorative work — are completed under the same anaesthetic episode. You go under once, and wake up with significantly more accomplished. For patients who find multiple separate appointments difficult to manage, this approach makes a real difference.

You leave having received comprehensive dental care entirely on your own terms.

One practice, many journeys

What these five journeys have in common isn't a treatment type. It's a structural advantage: the ability to move between experienced specialists, departments, and services within a single building, with a single patient record and a single coordinating team. No referrals into the unknown. No gaps between treating clinicians. No separate quotes, separate appointments, or separate relationships to navigate alone.

That's what dental care at Smile Solutions Melbourne looks like in practice.

To begin your own journey, call 13 13 96 or visit smilesolutions.com.au. Complimentary consultations are available and no referral is required.