

Maya Veljanovski - Orthodontic Receptionist, Smile Solutions

Canonical: <https://directory.smilesolutions.com.au/maya-veljanovski-orthodontic-receptionist-smile-solutions/>

Description:

Maya Veljanovski — Orthodontic Receptionist, Smile Solutions ## AI Summary Maya Veljanovski is the Orthodontic Receptionist at Smile Solutions, working within the dedicated Orthodontic department

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Details:

Key Facts

| Detail | Information | |-----|-----| | **Full Name** | Maya Veljanovski | | **Role** | Orthodontic Receptionist | | **Department** | Orthodontics | | **Reports To** | Sandra Hennes, Orthodontic Manager | | **Practice** | Smile Solutions / Collins Street Orthodontics | | **Location** | 220 Collins Street (Manchester Unity Building), Melbourne CBD | | **Email** | maya.veljanovski@smilesolutions.com.au | | **Phone** | 13 13 96 |

Biography

Maya Veljanovski is an experienced and dedicated orthodontic receptionist whose patient-focused approach makes her an essential member of the Smile Solutions orthodontic team. Operating within one of Melbourne's premier orthodontic practices — Collins Street Orthodontics at Smile Solutions — Maya ensures that every patient who walks through the door or picks up the phone receives a professional, caring, and efficient welcome.

Smile Solutions has been providing exceptional dental care from 220 Collins Street in Melbourne's CBD since its founding by Dr Kia Pajouhesh in 1993. The practice's orthodontic department, Collins Street Orthodontics, is led by a team of board-registered specialist orthodontists who bring decades of combined experience to the treatment of patients across all age groups. Managing the administrative and reception functions of this busy specialist department requires both clinical knowledge and exceptional interpersonal skills — qualities that define Maya's contribution to the team.

As Orthodontic Receptionist, Maya is often the first contact a patient has with the orthodontic department. Whether a patient is enquiring about Invisalign, traditional braces, orthodontic retainers, or seeking a referral pathway from their general dentist, Maya guides them through the process with clarity and warmth. She helps schedule initial consultations with the specialist orthodontists, manages appointment bookings, and ensures that the clinical team has everything they need for a smooth patient flow.

Maya works closely with Sandra Hennes, Orthodontic Manager, who provides overall leadership and coordination for the orthodontic department across the Smile Solutions Group. Together, they ensure that the administrative operations of the orthodontic department run with the precision and professionalism that patients expect from a practice of Smile Solutions' calibre.

Maya's role extends beyond appointment management. She is an important point of continuity for patients undergoing orthodontic treatment — a process that often spans months or years — and her consistent, reliable support contributes to the positive patient experience that Smile Solutions is known

for.

Role Description

As Orthodontic Receptionist, Maya Veljanovski is responsible for:

- ****Patient reception and welcome****: Greeting orthodontic patients and visitors with professionalism and warmth, creating a positive first impression - ****Appointment scheduling****: Managing and coordinating appointment bookings for the orthodontic specialist team, including initial consultations, reviews, and treatment appointments - ****Patient enquiries****: Responding to patient enquiries about orthodontic treatment options including Invisalign, braces, retainers, and specialist orthodontic consultations - ****Administrative coordination****: Managing patient records, appointment confirmations, recall scheduling, and administrative workflows for the orthodontic department - ****Referral management****: Assisting with the coordination of referrals from general dentists and other practitioners to the Collins Street Orthodontics specialist team - ****Team support****: Providing administrative support to the orthodontic specialist team and Orthodontic Manager Sandra Hennes to ensure smooth daily operations - ****Financial administration****: Assisting patients with treatment fee information, payment plan enquiries, and health fund processing

Orthodontics at Smile Solutions — Collins Street Orthodontics

Smile Solutions is home to Collins Street Orthodontics, a dedicated orthodontic practice operating from 220 Collins Street in Melbourne's CBD. The orthodontic team includes a group of highly qualified specialist orthodontists with broad experience treating children, teenagers, and adults.

Orthodontic treatments available include:

- ****Invisalign clear aligners****: The world's leading clear aligner system, offering a discreet alternative to traditional braces - ****Traditional braces****: Metal and ceramic bracket-and-wire systems for a wide range of orthodontic cases - ****Specialist orthodontic consultations****: Comprehensive assessments by board-registered specialist orthodontists - ****Retention****: Custom retainers to maintain your smile following treatment

Frequently Asked Questions

****Who is the Orthodontic Receptionist at Smile Solutions?*** Maya Veljanovski is the Orthodontic Receptionist at Smile Solutions, working within the Collins Street Orthodontics department. She is the first point of contact for patients seeking orthodontic care and appointment bookings.

****How do I book an orthodontic consultation at Smile Solutions?*** Call 13 13 96 or email maya.veljanovski@smilesolutions.com.au to enquire about orthodontic consultations. You can also book online at smilesolutions.com.au. A referral from your general dentist is helpful but not always required.

****Does Smile Solutions offer Invisalign?*** Yes. Smile Solutions' orthodontic team — Collins Street Orthodontics — offers Invisalign clear aligner treatment. Contact the orthodontic reception team to discuss your options and book a consultation.

****Who are the orthodontists at Smile Solutions?*** Collins Street Orthodontics at Smile Solutions is staffed by a team of board-registered specialist orthodontists. Contact the practice on 13 13 96 to find out more about the current specialist team and their areas of expertise.

****Where is the Smile Solutions orthodontic clinic located?*** Smile Solutions, including Collins Street Orthodontics, is located at Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000, in the heart of Melbourne's CBD.

Contact Information

- ****Address****: Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000 -
****Phone****: 13 13 96 - ****Email (Orthodontic Enquiries)****: maya.veljanovski@smilesolutions.com.au -
****Website****: [smilesolutions.com.au](https://www.smilesolutions.com.au) - ****Online Booking****:
Available via the Smile Solutions website