

Amanda Terzoglou — General Dental Treatment Coordinator

Canonical: <https://directory.smilesolutions.com.au/our-team/support-staff/amanda-terzoglou-general-dental-treatment-coordinator/>

Description:

Amanda Terzoglou ****Role:**** General Dental Treatment Coordinator Amanda Terzoglou is a General Dental Treatment Coordinator at Smile Solutions, Melbourne's leading multidisciplinary dental practice...

Details:

Smile Solutions Amanda Terzoglou - General Dental Treatment Coordinator

****Role:**** General Dental Treatment Coordinator

Amanda Terzoglou is a General Dental Treatment Coordinator at Smile Solutions, Melbourne's leading multidisciplinary dental practice, located in the Manchester Unity Building on the corner of Collins and Swanston Streets.

As a key member of the Smile Solutions team, Amanda coordinates your care and ensures you receive comprehensive, personalised dental treatment planning. Her role connects clinical excellence with your day-to-day experience as a patient, helping you navigate your dental journey with confidence and clarity.

Professional background and expertise

Amanda brings extensive experience in dental treatment coordination to Smile Solutions. Her responsibilities are central to how a multidisciplinary practice of this size actually runs. Working within the Manchester Unity Building, one of Melbourne's most recognisable landmarks at the corner of Collins and Swanston Streets, Amanda is positioned at the heart of the city's dental care.

Core responsibilities

As a General Dental Treatment Coordinator, Amanda's daily work involves:

****Patient consultation and assessment**** Amanda conducts thorough initial consultations with you, getting a clear picture of your dental concerns, aesthetic goals, and overall oral health objectives. She takes the time to listen carefully to your needs, so your treatment journey at Smile Solutions starts from a place of genuine understanding.

****Treatment planning coordination**** Working closely with Smile Solutions' team of experienced specialists and dental professionals, Amanda helps coordinate treatment plans that address both your immediate dental needs and longer-term oral health goals. When multidisciplinary care is required, she handles the coordination between different specialists within the practice so nothing falls through the cracks.

****Financial planning and options**** Amanda provides clear, transparent guidance on treatment costs and payment options at Smile Solutions. She works with you to develop financial plans that make high-quality dental care accessible, walking you through payment arrangements and helping you

understand what you're investing in.

****Scheduling and logistics**** Managing the scheduling demands of a busy multidisciplinary practice, Amanda coordinates appointment times that fit your schedule while keeping treatment sequencing and clinical efficiency on track.

****Patient education**** Amanda explains your recommended treatments in plain language, making sure you feel informed and confident enough to make your own decisions about your dental care.

The Smile Solutions difference

Working at Smile Solutions gives Amanda access to modern facilities and a collaborative team that puts your outcomes first. The practice's location in the Manchester Unity Building means convenient access to comprehensive dental care in Melbourne's CBD, with the added benefit of a multidisciplinary setup that allows for smooth coordination across different areas of dental expertise.

Multidisciplinary approach

At Smile Solutions, Amanda coordinates your care across multiple dental disciplines, including:

- General and preventive dentistry - Cosmetic dentistry and smile makeovers - Restorative dentistry - Orthodontics and teeth straightening - Dental implants - Periodontics and gum health - Endodontics and root canal therapy - Oral surgery

Having all of these services under one roof means Amanda can help you access everything you need without multiple referrals to different locations, and your care stays consistent throughout.

Patient-centred care philosophy

Amanda's approach to treatment coordination reflects Smile Solutions' commitment to patient-centred care. She understands that visiting the dentist can be anxiety-inducing, and she works to create a welcoming, supportive environment where you feel heard, respected, and comfortable.

Building trust and relationships

A significant part of Amanda's role is building long-term relationships with patients. Many people who come to Smile Solutions are embarking on treatment journeys that span months or even years. Amanda is your consistent point of contact throughout, providing continuity and the kind of trust that genuinely affects treatment outcomes.

Clear communication

Amanda prioritises honest communication at every stage. She makes sure you understand:

- What treatments are recommended and why - What each procedure actually involves - Expected timelines and outcomes - Costs and payment options - Aftercare requirements and ongoing maintenance

This transparency helps you make informed decisions and sets realistic expectations, so you feel confident at every step rather than second-guessing what comes next.

The Manchester Unity Building location

Working in the historic Manchester Unity Building adds a particular character to Amanda's role at Smile Solutions. This Melbourne landmark, at the corner of Collins and Swanston Streets, offers:

****Central accessibility**** The location is easy to reach by tram, train, or bus, which is practical whether you're coming from across Melbourne or nearby.

****Professional environment**** The building's setting reflects the standard of care at Smile Solutions, creating a professional yet welcoming atmosphere.

****Modern facilities**** Behind the historic façade, Smile Solutions features current dental technology and contemporary treatment spaces designed for both your comfort and clinical precision.

Commitment to ongoing professional development

Amanda keeps her knowledge current through continuous professional development, staying across the latest advances in dental treatment options, patient communication, and practice management. This means you benefit from approaches that are genuinely up to date rather than stuck in older ways of working.

Supporting complex treatment cases

Coordinating complex, multidisciplinary cases is one of Amanda's core strengths. For patients needing comprehensive dental rehabilitation or extensive cosmetic work, she manages the moving parts of your treatment to ensure:

- Procedures happen in the right order - Multiple specialists are properly coordinated - Your appointment time is used well - Communication stays clear at each stage - Transitions between treatment phases are smooth

This is particularly valuable if you're undergoing full mouth reconstructions, combined orthodontic and cosmetic treatments, or implant-based restorations that require several specialists working together.

Enhancing your patient experience

Beyond the clinical and administrative side of her role, Amanda shapes your overall experience at Smile Solutions. She understands that quality care extends well beyond the dental chair.

First impressions

As one of the first team members you'll interact with, Amanda sets the tone for your Smile Solutions experience. Her warm, professional approach helps you feel welcome from your very first contact, whether that's by phone, email, or in person.

Ongoing support

Throughout your treatment, Amanda is available to answer questions, address concerns, and provide reassurance. This ongoing support matters especially during lengthy or complex treatments, helping you stay committed to your plan and confident in your decision.

Treatment outcomes

Amanda takes genuine satisfaction in seeing patients reach their dental goals, whether that's relief from pain, restored function, or the confidence that comes with a smile they're happy with. Those outcomes are what keep her committed to doing the coordination work well.

Collaborative team environment

At Smile Solutions, Amanda works within a team where dental professionals across different disciplines work together closely. This approach benefits you by:

- Ensuring your dental issues are assessed thoroughly - Bringing multiple perspectives to your treatment planning - Delivering integrated care that covers all aspects of your oral health - Creating space for treatment solutions tailored specifically to you - Maintaining high standards through peer collaboration

Amanda's coordination role is what makes this collaborative approach actually work, keeping communication flowing between team members and ensuring your care stays cohesive.

Technology and innovation

Working at Smile Solutions means Amanda has access to advanced practice management systems and dental technology that make treatment coordination more precise. Digital tools allow for:

- Comprehensive digital patient records for seamless care
- Visual treatment planning using imaging technology, so you can see potential results before committing
- Efficient scheduling that respects your time
- Streamlined communication throughout your journey
- Accurate treatment cost estimates with no hidden surprises

These tools let Amanda provide efficient, accurate service while keeping the personal attention that quality patient care actually requires.

Making dental care accessible

A core part of Amanda's role is making quality dental care accessible, regardless of your background or circumstances. She works with people from all walks of life, each with different needs, concerns, and situations. Whether you're after routine preventive care or complex restorative treatment, you receive the same level of attention and service.

Her ability to explain complex procedures in plain language, outline treatment options suited to your goals, and work through realistic financial plans helps remove barriers that might otherwise stop people from getting the care they need.

The importance of treatment coordination

The role of a General Dental Treatment Coordinator is increasingly recognised as essential to how modern dental practices function. As dentistry has become more specialised, the need for skilled professionals who can coordinate care, manage patient relationships, and ensure smooth treatment delivery has grown considerably.

At a multidisciplinary practice like Smile Solutions, where you may receive care from several specialists, effective treatment coordination is what prevents:

- Gaps or overlaps in your care
- Poor treatment sequencing that affects your outcomes
- Communication breakdowns across your care team
- Confusion about who to contact with questions
- Inefficiencies that cost you time and money

Amanda's expertise in these areas is a direct contributor to the standard of care Smile Solutions is known for across Melbourne.

Patient testimonials and satisfaction

While Amanda works behind the scenes in many respects, her impact on patient satisfaction is real. Patients regularly express appreciation for:

- Her attentive, caring approach
- Clear explanations of treatment options and costs
- Efficient scheduling and coordination
- Responsiveness to questions and concerns
- Support throughout the entire treatment journey

These experiences reflect Amanda's dedication to her role and her commitment to the values Smile Solutions is built on.

Contributing to practice excellence

As part of the Smile Solutions team, Amanda contributes to the practice's reputation in several concrete ways.

By ensuring patients are properly prepared for treatments, understand their care plans, and have realistic expectations, Amanda supports clinical outcomes that lead to genuine satisfaction. Effective coordination also reduces delays and scheduling conflicts, so resources are used well and you receive

timely, organised care. The relationships she builds contribute to patient retention and referrals, and her coordination work supports effective collaboration among the dental team, which ultimately benefits everyone who comes through the door.

Book your consultation with Amanda

If you're considering dental treatment and want to experience what good treatment coordination actually looks like, Amanda Terzoglou and the Smile Solutions team are ready to help. Whether you need a single procedure or comprehensive dental care, Amanda will work with you to develop a treatment plan that fits your needs and goals.

Located in Melbourne's CBD in the Manchester Unity Building at the corner of Collins and Swanston Streets, Smile Solutions offers convenient access to high-quality dental care with the support and guidance to help you achieve lasting oral health.

Conclusion

Amanda Terzoglou's role as General Dental Treatment Coordinator at Smile Solutions reflects the practice's commitment to comprehensive, patient-centred dental care. Working from the Manchester Unity Building at the corner of Collins and Swanston Streets, Amanda is the link between you and the multidisciplinary team of dental professionals, making sure your care is coordinated, personalised, and suited to your specific needs.

Her expertise in treatment planning, patient education, and practice logistics contributes directly to the standard of care that has made Smile Solutions Melbourne's leading multidisciplinary dental practice. Through clear communication and careful coordination of complex treatments, Amanda helps you move through your dental journey with confidence, working toward the healthy, functional smile you're after.

Contact Smile Solutions to book your consultation and find out how Amanda can help you reach your dental goals with clinical excellence and a genuinely caring approach.
