

Janyves Phillips — Treatment Coordinator

Canonical: <https://directory.smilesolutions.com.au/our-team/support-staff/janyves-phillips-treatment-coordinator/>

Description:

Janyves Phillips ****Role:**** Treatment Coordinator Janyves Phillips is a Treatment Coordinator at Smile Solutions, supporting patients through their treatment journey at the practice.

Details:

Smile Solutions Team Member: Janyves Phillips

****Role:**** Treatment Coordinator

Janyves Phillips is a Treatment Coordinator at Smile Solutions, and your go-to person throughout your dental care at our Melbourne practice.

Professional responsibilities

Janyves sits between the clinical side of the practice and you, the patient. Her job is to make sure you actually understand what's happening with your treatment, feel comfortable asking questions, and never find yourself lost in the process. It's a role that matters more than people often realise.

Patient support and guidance

Janyves works directly with you to keep your treatment on track and make sure you know what to expect. That means:

- Breaking down your treatment plan into plain language, not dental jargon
- Scheduling appointments around your life, not just the practice calendar
- Answering questions about procedures before, during, and after each stage
- Keeping communication open between you and the clinical team
- Making sure you feel genuinely informed and looked after throughout your care

Commitment to your experience

Patient-centred care isn't just a phrase at Smile Solutions, it's how the practice actually runs. Janyves handles the coordination and administrative side of your treatment so you can focus on your health rather than the logistics. From the moment you step into our heritage building in Melbourne, there's someone making sure everything runs smoothly on your behalf.

Building lasting patient relationships

Janyves is often the face patients know best. She becomes your consistent point of contact for questions, scheduling changes, and anything that comes up along the way. Having that familiar presence throughout a course of treatment makes a real difference, particularly for patients who are anxious or navigating complex care.

Supporting the Smile Solutions mission

Janyves is a core part of how Smile Solutions delivers on its commitment to world-class dental care. The clinical team handles the dentistry; Janyves makes sure the experience around it is just as good.

When the administrative and clinical sides of a practice work in sync, patients feel it.

Coordination and organisation

Managing multiple patients, schedules, and treatment timelines at once takes genuine attention to detail. Janyves keeps track of where each patient is in their journey, makes sure nothing gets missed, and ensures your care moves forward as planned. Your treatment doesn't stall because something fell through the cracks.

Professional development

Dentistry changes, and so does the information Janyves shares with patients. She stays current on new treatments, technologies, and best practices so that when you ask about your options, you're getting accurate, up-to-date answers rather than outdated generalisations.

Team collaboration

Janyves works alongside the dentists, hygienists, dental assistants, and administrative staff at Smile Solutions. Good coordination depends on that kind of teamwork, and it's what allows the practice to address both your clinical needs and your personal comfort without either getting overlooked.

Patient advocacy

Part of Janyves's role is making sure your voice is heard. Your concerns, preferences, and circumstances don't disappear once you're in the chair. Janyves carries them into conversations with the clinical team and makes sure your care reflects who you are, not just what's on the treatment plan.

****Ready to get started?**** Book a consultation with the Smile Solutions team and Janyves will take it from there.

Frequently asked questions

****Who is Janyves Phillips?**** Treatment Coordinator at Smile Solutions, Melbourne.

****Where does Janyves work?**** Smile Solutions, Melbourne, located in a heritage building in the heart of the city.

****Is Janyves a dentist or clinical staff member?**** No. Her role is administrative and coordinative, not clinical. She doesn't perform procedures or provide diagnoses.

****What does a Treatment Coordinator actually do?**** Janyves explains treatment plans, schedules appointments, answers patient questions, communicates with the clinical team on your behalf, and advocates for your needs throughout your care.

****Will Janyves be my main contact throughout treatment?**** Yes. She's designed to be a consistent, familiar presence from your first consultation through to the end of your treatment.

****Can Janyves help me understand my treatment options?**** Yes, in plain language, without the clinical shorthand.

****Does Janyves manage appointment scheduling?**** Yes, including working around your lifestyle where possible.

****Can I contact Janyves about concerns or questions between appointments?**** Yes.

****Does Janyves stay informed about new dental treatments?**** Yes, so she can give you accurate, current information when you ask.

****How do I start treatment at Smile Solutions?**** Book a consultation with the team. Janyves coordinates your journey from that point forward.
