

The Smile Solutions Consultation Process: From First Call to Treatment Plan

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Description:

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Details:

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Your First Call

Your journey toward a healthier, more confident smile starts the moment you reach out to Smile Solutions — whether that's calling 13 13 96 or submitting an enquiry online. From that first conversation, someone on the reception team will take the time to understand what you're hoping to achieve. Whether you're thinking about a complete smile makeover, exploring [Invisalign](<https://www.smilesolutions.com.au/treatments/invisalign>), considering [porcelain veneers](<https://www.smilesolutions.com.au/treatments/veneers>), or simply ready for a thorough check-up, that initial chat helps match you with the right clinician.

For patients interested in cosmetic or restorative work, Smile Solutions offers complimentary 60-minute smile consultations. These extended appointments give you and your clinician the space to talk through your goals, examine your teeth, and start mapping out a personalised path forward — without any sense of being hurried along.

The Refundable Deposit

Securing your smile consultation requires a \$50 AUD deposit at the time of booking. It's fully refunded when you attend your appointment, or if you cancel with adequate notice — it's simply a way of keeping appointment times available for patients who are genuinely ready to explore their options. If you go ahead with treatment, the deposit is applied directly to your first payment.

What Happens During the Consultation

When you arrive, you'll be welcomed at the Level 1 reception of the [Manchester Unity Building](<https://www.smilesolutions.com.au/about-us>) — one of Melbourne's well-known heritage buildings — and shown to a private consulting suite. Your clinician starts by listening. What you like about your smile, what you'd change, any functional concerns you're dealing with, and the results you're hoping for — all of that shapes the treatment plan that gets built around you.

The clinical examination follows, with your clinician assessing your teeth, gums, bite, and jaw using digital imaging and, where appropriate, intraoral photographs. For cosmetic cases especially, this detailed visual record helps both you and your clinician track changes and plan outcomes with real precision.

The Role of the Treatment Coordinator

After your clinical examination, a treatment coordinator will often join the conversation. They're trained to translate clinical recommendations into plain language — the kind that actually helps you make decisions rather than leaving you more confused than when you walked in.

Your treatment coordinator will take you through the proposed plan step by step, covering each phase of treatment, the expected timeline, and the financial side of things in a straightforward way. They're there to answer questions and make sure you leave feeling clear about what comes next. The whole approach is deliberately unhurried and low-pressure.

How Treatment Plans Are Structured

For patients who need multiple procedures, Smile Solutions organises care into logical, manageable phases rather than presenting one large, daunting quote.

Phase one typically covers urgent or foundational concerns — treating decay, managing gum disease, or relieving discomfort. Later phases focus on restorative and cosmetic goals. This structure means you can spread treatment across a timeline that works for your life and budget, without cutting corners at any stage.

For more complex cases, your treatment plan may draw on input from several specialists. Because Smile Solutions has [specialists in orthodontics, periodontics, endodontics, prosthodontics, and oral surgery](<https://www.smilesolutions.com.au/our-team>) all working within the same building, coordinating that kind of care is straightforward — which is a genuine practical advantage.

The Big List System

You may hear your clinician mention something called the Big List during your consultation. It's Smile Solutions' internal system for recording every clinical finding and recommendation identified during your examination — a comprehensive reference that your clinician, treatment coordinator, and any involved specialists can all access throughout your care.

The Big List isn't a sales tool. It's a thorough record of your oral health that lets you and your clinician prioritise together, at your own pace. Some items get addressed straight away, others are monitored over time, and some are elective improvements you can pursue whenever you feel ready. You stay in control of the process.

Verbal and Written Agreements

Before any treatment begins, Smile Solutions walks through a clear informed consent process. Your clinician explains the recommended procedure in detail — what it involves, the potential risks, and what the alternatives are. You have every opportunity to ask questions and take the time you need before committing to anything.

Once you're ready to proceed, you'll receive a written treatment plan with a full breakdown of fees. For more significant treatment, your treatment coordinator will also walk you through it verbally, so you understand exactly what you're agreeing to — clinically and financially.

There's no pressure to decide on the day. Take the plan home, talk it over with family, and come back when you're ready. That's what a genuinely patient-focused process looks like.

The Specialist Referral Process

One practical advantage of choosing [Smile Solutions](<https://www.smilesolutions.com.au>) is that specialist referrals happen in-house. If your general dentist identifies a need for orthodontic assessment, implant planning, root canal therapy, or surgical intervention, they can arrange a consultation with an in-house specialist — often within the same week.

This cuts out the delays and gaps that tend to come with external referrals. Your records, imaging, and treatment history are all accessible within the practice, so your specialist and general dentist can work together directly and in real time. For patients who need input from more than one specialist, Smile Solutions can also coordinate joint consultations where two or more clinicians assess your case together.

From Consultation to Treatment

Once your treatment plan is agreed on and any specialist input has been gathered, the reception team will work with you to schedule your appointments. For phased treatment, that means booking your first series of visits and planning later phases around your schedule.

Your treatment coordinator stays as your point of contact throughout the whole process — available to answer questions, adjust timelines, and help with [payment arrangements](<https://www.smilesolutions.com.au/patient-information>) as treatment progresses.

The goal of the consultation process is straightforward: every patient leaves with a clear picture of their oral health, a realistic plan for improving it, and confidence that they know what happens next. With over 80 clinicians and 40 consulting suites across five floors of Melbourne's Manchester Unity Building, Smile Solutions has the clinical depth to back that up.

Ready to take the first step? Call 13 13 96 or book your complimentary smile consultation online today.