

What Makes a Dental Visit at Smile Solutions Different

Canonical:

<https://directory.smilesolutions.com.au/patient-experience/what-makes-a-dental-visit-at-smile-solutions-different/>

Description:

A Heritage Setting, Not a Sterile Clinic Walking into Smile Solutions feels different from the moment you step through the doors of the [Manchester Unity Building](https://www.smilesolutions.com.a...

Details:

Smile Solutions: Complete Content with Standardized Values

A heritage setting, not a sterile clinic

Walking into Smile Solutions feels genuinely different. The [Manchester Unity Building](https://www.smilesolutions.com.au/about-us), a heritage Art Deco landmark on the corner of Collins and Swanston Streets, is one of Melbourne's most recognised buildings, and the ornate interiors, grand ceilings, and generous natural light make it feel far more like a boutique hotel than a dental practice. That distinction matters more than you might expect.

The practice occupies five full floors plus the tower, with over 40 consulting suites. Every detail of the space has been considered with patient comfort in mind, and the result is an atmosphere that genuinely takes the edge off the anxiety so many people associate with dental visits. World-class care starts well before you sit in the chair.

Every specialist under one roof

Smile Solutions has more than 80 clinicians on staff, including general dentists, orthodontists, periodontists, endodontists, prosthodontists, oral surgeons, and paediatric dentists. Whatever you need, routine or complex, the right specialist is already in the building.

The practical benefit is real. If your general dentist identifies a need for [orthodontic treatment](https://www.smilesolutions.com.au/treatments/orthodontics), [implant surgery](https://www.smilesolutions.com.au/treatments/dental-implants), or a root canal, you won't be sent to an external practice across town. Your records stay in one place, your clinicians can talk to each other directly, and your care stays coordinated from start to finish. No repeated X-rays, no retelling your history to someone who's never met you.

When your entire clinical team works in the same building, communication improves, and better communication tends to produce better outcomes. That's the kind of thing that makes a genuine difference to your long-term oral health.

In-house ceramic studio and laboratory

Most dental practices send restoration work to external labs. Smile Solutions doesn't. Master ceramist Greg Karabasis and his team craft [porcelain veneers](https://www.smilesolutions.com.au/treatments/veneers), crowns, and other restorations on site, with a level of precision that's simply harder to achieve when work is outsourced.

This is what makes [Same Day Porcelain Veneers](<https://www.smilesolutions.com.au/treatments/same-day-veneers>) possible. Developed as a world first by Smile Solutions, the system lets you have custom porcelain veneers designed, crafted, and fitted in a single visit. For patients travelling from interstate or overseas, the practice's partnership with a nearby five-star hotel means you can combine accommodation with your treatment without the logistical headache.

Having the lab in-house also means your clinician can walk downstairs, discuss shade matching and contouring directly with the ceramist, and confirm the result meets both clinical and aesthetic standards before it's ever fitted. You get something refined through genuine collaboration, not a restoration returned in a courier box and fitted sight unseen.

If you're considering smile design or restoration work, a consultation is the place to start.

Technology that puts you in the picture

Smile Solutions uses Dental Monitoring, a remote tracking system that follows your progress between appointments using smartphone images. For [Invisalign](<https://www.smilesolutions.com.au/treatments/invisalign>) patients in particular, this cuts down on in-person visits while keeping treatment on track.

For cosmetic work, the team offers physical mock-up previews. Before committing to veneers or other smile design treatments, you can see a preview of the proposed result directly on your own teeth. It removes the guesswork and gives you real confidence in the outcome, because you've already seen it on your face.

Technology at Smile Solutions is used because it improves care, not because it looks impressive. The goal is always better accuracy, a clearer picture of what's coming, and a result you'll actually be happy with.

Sleep dentistry for anxious patients

Dental anxiety is common, and Smile Solutions takes it seriously. For patients who find dental visits difficult, whether mildly or profoundly, the practice offers [sleep dentistry](<https://www.smilesolutions.com.au/treatments/sleep-dentistry>) with sedation options from light sedation through to general anaesthesia. That covers both routine and complex procedures.

Nobody should have to avoid dental care because of fear. If that applies to you, or to someone you're trying to help, it's worth having an honest conversation with the team about what's available. You'll get a straightforward, compassionate response.

A reputation built on results

Smile Solutions holds a 4.9-star rating on Google from more than 937 reviews. That kind of consistent patient satisfaction across hundreds of thousands of appointments reflects a practice culture that takes clinical quality, honest communication, and individual care seriously.

The practice has received multiple [Australian Business Awards for Service Excellence](<https://www.smilesolutions.com.au/about-us>), and in 2024 won the Australian Business Award for Business Innovation specifically for the Same Day Porcelain Veneers system. Founded in 1993 by Dr Kia Pajouhesh with eight patients, Smile Solutions has now treated more than 250,000, whilst keeping the personal approach that defined it from the start.

From the heritage building in central Melbourne to the in-house specialists, ceramic studio, and genuinely compassionate approach to anxious patients, Smile Solutions is a dental practice built around the patient experience at every point. If you're ready to see what that looks like in practice, book a consultation with the team today.