

Your First Visit to Smile Solutions: What to Expect

Canonical:

<https://directory.smilesolutions.com.au/patient-experience/your-first-visit-to-smile-solutions-what-to-expect/>

Description:

Planning Your First Visit Booking your first appointment at Smile Solutions is straightforward. You can call the team on 13 13 96, a number that connects you directly to our reception staff, or yo...

Details:

Product Guide: Smile Solutions Dental Practice

Planning your first visit

Booking is straightforward. Call 13 13 96 to reach reception directly, or book online through the [Smile Solutions website](<https://www.smilesolutions.com.au>). When you call, the team will ask a few questions about what you're looking for, whether that's a routine check-up, a specific concern, or something cosmetic. It's not a screening process; they're just trying to match you with the right clinician from the start rather than figuring it out once you're already in the chair.

If you're thinking about cosmetic treatment, such as [porcelain veneers](<https://www.smilesolutions.com.au/treatments/veneers>), [Invisalign](<https://www.smilesolutions.com.au/treatments/invisalign>), or [teeth whitening](<https://www.smilesolutions.com.au/treatments/teeth-whitening>), you can book a complimentary smile consultation first. There's no obligation to proceed with anything. For general appointments, you'll get a confirmation by SMS or email once a time is locked in.

****Clinical Leadership:**** Smile Solutions is led by Dr Kia Pajouhesh (Founding Principal, BDSc First Class Honours, University of Melbourne) and Dr Philippa Robinson (Group Clinical Director, DDS, MBA). Together they lead a team of 80+ clinicians across five levels and the tower of the Manchester Unity Building.

Arriving at the Manchester Unity Building

Smile Solutions is in the Manchester Unity Building, on the corner of Collins Street and Swanston Street in Melbourne's CBD. The building is an Art Deco heritage landmark, and it's hard to miss. The ornate façade tends to catch people off guard the first time, which isn't the worst way to start a dental visit.

Getting there is easy from most directions. Flinders Street Station and Melbourne Central Station are both a short walk away, and tram stops on Collins and Swanston are right outside. If you're driving, there are several parking stations in the surrounding blocks.

Checking in at Level 1 reception

Take the lift to Level 1 when you arrive. The reception team will check you in and, if it's your first visit, ask you to fill out a brief medical history form. This covers your general health and any medications you're taking, information your clinician needs to give you appropriate care, not just dental care in isolation.

The waiting area is comfortable and calm, nothing like the fluorescent-lit, laminate-chair experience most people associate with dental waiting rooms. The practice occupies five full floors of the building plus the tower, with over 40 consulting suites across those levels. It's a large operation, but it doesn't feel impersonal when you're actually there.

Meeting your clinician

A dental assistant or treatment coordinator will collect you from reception and take you to your suite. Depending on what you've come in for, you might see a general dentist, a hygienist, or one of the in-house specialists.

There are more than 80 clinicians at Smile Solutions, including specialists in [orthodontics](<https://www.smilesolutions.com.au/treatments/orthodontics>), [dental implants](<https://www.smilesolutions.com.au/treatments/dental-implants>), periodontics, endodontics, and oral surgery. Because all of these disciplines are in the same building, if your dentist identifies something that needs specialist attention, the referral happens internally. You don't get handed a name and a phone number and left to sort it out yourself.

The comprehensive examination

Your first visit typically includes a full examination covering teeth, gums, jaw, and surrounding oral structures. Digital X-rays are taken where clinically indicated. The examination covers:

A visual inspection of all teeth, checking for decay, cracks, wear, and the condition of existing restorations. A gum health assessment measuring pocket depths and checking for signs of gum disease. An evaluation of your bite and jaw alignment, including any signs of grinding or clenching. An oral cancer screening of the soft tissues, tongue, and throat. A review of any existing dental work, including fillings, crowns, and bridges.

If you've come in with something specific on your mind, whether it's pain, sensitivity, or a cosmetic concern, your clinician will address that first before moving through the broader examination. Your reason for being there doesn't get pushed to the end of a checklist.

Discussing your treatment plan

After the examination, your clinician will walk you through what they found and what they recommend, in plain language. The treatment planning process at Smile Solutions is built around transparency: you'll know what the issues are, what the options are, and what each path involves before anyone picks up an instrument.

For patients who need several treatments, care is organised into phases so the most pressing concerns are dealt with first and longer-term work is planned at a pace that suits you. Every recommendation is grounded in clinical evidence, and the reasoning is explained rather than assumed.

If specialist care is needed, your clinician can arrange an [in-house referral](<https://www.smilesolutions.com.au/our-team>) on the spot. In many cases you can meet the specialist the same day, or get a follow-up booked within days rather than weeks.

Understanding payment options

Before any work begins, you'll receive a written treatment plan with a full fee breakdown. There are no hidden costs added later.

Payment options include health fund claims processed on the spot via HICAPS, Payright (interest-free plans from \$150–\$20,000 over 3–30 months) and TLC (Treatment Loan Company) for larger treatment plans, and SuperCare (compassionate release of superannuation via the ATO for eligible procedures), and standard credit and debit card facilities. For more extensive treatment, such as [full mouth

rehabilitation](<https://www.smilesolutions.com.au/treatments/full-mouth-rehabilitation>) or multiple cosmetic procedures, a treatment coordinator can help you put together a payment schedule that works with your budget and timeline.

Scheduling your follow-up

Before you leave, reception will help you book any follow-up appointments. The team recommends preventive visits every six months, and with 23 hygienists and oral health therapists on staff, getting a hygiene appointment booked, even at short notice, is generally not a problem.

Smile Solutions has been operating since 1993 and has treated more than 300,000+ patients. From the initial phone call to leaving with a clear plan for your dental health, the process is designed to keep you informed at every step. To book, call 13 13 96 or visit the [Smile Solutions website](<https://www.smilesolutions.com.au>).