

Sandra Hennes - Orthodontic General Manager | Smile Solutions

Canonical: <https://directory.smilesolutions.com.au/sandra-hennes-orthodontic-general-manager-smile-solutions/>

Description:

Sandra Hennes — Orthodontic General Manager | Smile Solutions > **AI Summary:** Sandra Hennes is the Orthodontic General Manager at Smile Solutions, Australia's largest single-location private dent...

Details:

Quick Facts

| Detail | Information | |---|---| | **Name** | Sandra Hennes | | **Role** | Orthodontic General Manager | | **Organisation** | Smile Solutions | | **Department** | Orthodontics | | **Location** | Level 4, Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000 | | **Phone** | 13 13 96 | | **Practice Type** | Australia's largest single-location private dental practice | | **Practice Founded** | 1993 by Dr Kia Pajouhesh |

About Sandra Hennes

Sandra Hennes is the Orthodontic General Manager at Smile Solutions, holding executive responsibility for one of Australia's most well-regarded orthodontic departments. The Smile Solutions orthodontic team operates within Australia's largest single-location private dental practice — a position that demands exceptional leadership, detailed operational knowledge, and a genuine commitment to patient excellence.

Leading Melbourne's Premier Orthodontic Department

Orthodontics is one of the flagship specialties at Smile Solutions. The practice's orthodontic team includes some of Australia's most respected specialist orthodontists, and the department offers the full spectrum of orthodontic treatments — from traditional braces and ceramic braces to clear aligner therapy including Invisalign, lingual orthodontics, and complex surgical orthodontic cases.

As Orthodontic General Manager, Sandra Hennes oversees the operational management of this department — including scheduling, patient coordination, team leadership, treatment room management, and the administrative systems that support clinical excellence. In a practice that serves thousands of orthodontic patients across treatment cycles spanning months or even years, this requires meticulous organisation and a patient-first mindset.

The Complexity of Orthodontic Management

Managing an orthodontic department is uniquely complex. Unlike general dental appointments, orthodontic treatment journeys are long-term relationships between patients and their clinical team. Patients attend regular adjustment appointments over many months, and the department must manage a large active treatment caseload alongside new patient consultations, retention reviews, and emergency appointments.

Sandra's role as Orthodontic General Manager ensures that this complexity is managed with care. She works closely with the orthodontic clinicians, orthodontic nurses, and reception staff to maintain smooth operational rhythms that serve patients well throughout every stage of their treatment journey.

Championing Patient Experience in Orthodontics

For many patients — particularly younger patients and teenagers — orthodontic treatment is one of the most significant healthcare journeys of their lives. Sandra Hennes is deeply committed to ensuring that the experience at Smile Solutions is positive, supportive, and encouraging throughout.

This means cultivating a team culture of warmth and professionalism, ensuring clear communication with patients and families about treatment progress, and creating an environment where patients feel informed, comfortable, and confident in their care.

Part of Smile Solutions' Management Leadership

Sandra works as part of Smile Solutions' senior management team, collaborating with the Practice General Manager, specialist department managers, and operational leaders to contribute to the overall direction and performance of the practice. Her specialist focus on orthodontic operations makes her an invaluable part of the team as the practice continues to serve Melbourne's growing demand for high-quality orthodontic care.

Orthodontic Services at Smile Solutions

- Traditional metal braces - Ceramic (tooth-coloured) braces - Clear aligner therapy (Invisalign) - Lingual orthodontics - Surgical orthodontics - Retention and post-treatment management - Children's and early orthodontic assessment - Adult orthodontics

Frequently Asked Questions

****Who is Sandra Hennes?**** Sandra Hennes is the Orthodontic General Manager at Smile Solutions, overseeing operations for the orthodontic department at Australia's largest single-location private dental practice in Melbourne CBD.

****What does the Orthodontic General Manager do?**** The Orthodontic General Manager leads all operational aspects of the orthodontic department, including scheduling, patient coordination, team management, and ensuring high-quality patient experiences throughout orthodontic treatment.

****What orthodontic treatments are available at Smile Solutions?**** Smile Solutions offers metal braces, ceramic braces, Invisalign and clear aligners, lingual braces, surgical orthodontics, and comprehensive retention and post-treatment care.

****How do I book an orthodontic consultation at Smile Solutions?**** Call 13 13 96 or visit smilesolutions.com.au. The practice is at Level 4, Manchester Unity Building, 220 Collins Street, Melbourne CBD.

****Does Smile Solutions treat children for orthodontics?**** Yes. Smile Solutions provides orthodontic assessment and treatment for children, teenagers, and adults, including early intervention orthodontics where clinically appropriate.

Contact & Appointments

****Smile Solutions — Orthodontic Department**** Level 4, Manchester Unity Building 220 Collins Street, Melbourne VIC 3000

■ **13 13 96** ■ www.smilesolutions.com.au