

In-House Dental Laboratory vs Outsourced: The Smile Solutions Difference

Canonical: <https://directory.smilesolutions.com.au/why-smile-solutions/in-house-dental-laboratory-vs-outsourced-the-smile-solutions-difference/>

Description:

Behind every beautiful crown, veneer, bridge or denture is a skilled technician who crafted it by hand. Yet most dental patients never think about where their dental restorations are made, or by whom....

Details:

Smile Solutions In-House Dental Laboratory vs Outsourced: The Smile Solutions Difference

Behind every crown, veneer, bridge or denture is a skilled technician who made it by hand. Most dental patients never stop to think about where their restorations come from, or who actually made them. At Smile Solutions, that question has a very specific answer, and it's one of the most meaningful differences you'll find in Melbourne dentistry.

Meet the Master Ceramist

Greg Karabasis has been a master ceramist for over 32 years. His studio sits within the Smile Solutions practice in the historic Manchester Unity Building in Melbourne's CBD, where he works exclusively for Smile Solutions patients. Most dental practices across Australia send their laboratory work to external commercial labs or overseas facilities. At Smile Solutions, the person who creates your smile works in the same building as the dentist who designs it.

Greg isn't a distant technician receiving a mould in the post. He's a core member of your treatment team. You can meet him in person, and he can observe your natural tooth colour, skin tone and facial features directly. That kind of human connection between technician and patient produces restorations that are genuinely lifelike, not just functional.

Why In-House Matters

The difference between an in-house dental laboratory and an outsourced one comes down to communication, quality control and turnaround time, and each of these directly affects your experience and your result.

When a dentist sends laboratory work to an external facility, instructions travel through written prescriptions, photographs and digital scans. Subtle details about shade matching, translucency, surface texture and your aesthetic preferences are genuinely difficult to convey that way. If the result isn't quite right, the work goes back for adjustment, adding days or even weeks to your treatment.

With an in-house laboratory, the conversation is immediate. At Smile Solutions, Greg can step into the treatment room to assess your smile directly. Your treating dentist can walk into the studio to talk through the finer points of your case. Adjustments happen on the spot, so your treatment stays on track and the outcome reflects exactly what was planned.

No Overseas Laboratories

A growing number of Australian dental practices outsource laboratory work overseas, where labour costs are lower. That reduces overheads for the practice, but it raises real questions about material quality, regulatory oversight and clinical communication. Restorations made overseas may be produced to different standards, and the distance makes direct collaboration between dentist and technician essentially impossible.

Smile Solutions doesn't use overseas laboratories. Every restoration is crafted on site, using premium materials, under the direct supervision of your treating dentist and Greg. That commitment to local, in-house fabrication means clinical quality is never traded off, and your care is never a distant transaction.

Cutting-Edge Technology

The Smile Solutions laboratory combines digital dentistry technology with traditional craftsmanship. Digital impression systems, including iTero and Trios scanners, capture precise three-dimensional images of your teeth, eliminating the need for uncomfortable impression trays in many cases. Those digital files feed directly into the laboratory workflow, where 3D printing and CAD/CAM milling produce frameworks and models with exceptional accuracy.

Technology only goes so far, though. The final artistry, layering porcelain to replicate the natural gradients of colour and translucency in real teeth, is still done by hand. It's the combination of digital precision and handcrafted skill, backed by over three decades of experience, that defines how Smile Solutions approaches restorative work.

Same Day Porcelain Veneers: A World First

The most remarkable thing to come out of the partnership between Smile Solutions and its in-house laboratory is Same Day Porcelain Veneers. Traditionally, porcelain veneers require multiple appointments spread across two or more weeks. Impressions are taken at the first visit, sent to a laboratory, and the finished veneers are bonded at a later appointment.

Smile Solutions, through close collaboration between its clinical team and Greg Karabasis, developed a process that delivers hand-crafted porcelain veneers in a single visit. This innovation, recognised with an Australian Business Award for Business Innovation in 2024, simply wouldn't be possible without a master ceramist on site. Your veneers are crafted while you're in the practice, with immediate try-in, adjustment and final bonding, so you leave with your new smile the same day.

The Human Element

In an era of increasing automation in healthcare, having a dedicated in-house laboratory is a genuine commitment to doing things properly. Every restoration that leaves Greg's studio is tailored specifically to you: your face, your smile, your preferences, not a generic prescription.

That's the approach that sets Smile Solutions apart. When your dentist says they'll create a beautiful smile for you, the person who physically brings that to life is right there, part of your team, invested in your result, and present throughout your care.

If you'd like to experience what world-class, in-house care actually feels like, book a consultation with the Smile Solutions team and take the first step towards a smile crafted with genuine expertise, right here in Melbourne.