

Emergency Dental Care

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/about/emergency-dental-care/>

Description:

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Details:

Collins Street Specialist Centre Emergency Dental Care

Some dental problems cannot wait. Pain, swelling, trauma, or the sudden loss of a tooth or restoration may need prompt specialist attention, and knowing where to turn, and how quickly to act, can make a real difference to your outcome. Collins Street Specialist Centre provides urgent appointment access during business hours for patients presenting with acute dental conditions across all specialist disciplines.

How to access urgent care at CSSC

Call ***(03) 9650 2726*** as early as possible, preferably when we open at 8:00am Monday to Friday, or 8:30am on Saturday. Let the reception team know you have an urgent concern and briefly describe your symptoms. They will find the earliest available appointment and direct you to the most appropriate specialist for your condition.

Priority is given to patients with: - Severe uncontrolled dental pain - Facial swelling - Acute dental trauma (knocked-out tooth, fractured tooth) - Lost crown or filling causing acute sensitivity or risk of further structural damage - Signs of dental abscess or spreading infection

Collins Street Specialist Centre is open Monday to Friday 8:00am–6:00pm and Saturday 8:30am–1:30pm. There is no after-hours emergency line. For dental emergencies outside these hours, contact your nearest public dental hospital emergency service or go to your nearest hospital emergency department.

What counts as a dental emergency?

Not every unexpected dental problem needs immediate specialist attention. Knowing the difference between conditions that are genuinely urgent and those that can safely wait a day or two helps ensure the right level of care reaches the right patients at the right time.

****Seek urgent same-day care for:**** - Severe toothache that does not respond to over-the-counter pain relief - Significant swelling of the face, gum, or jaw - A knocked-out permanent tooth (see the protocol below) - A tooth fractured with nerve exposure, characterised by severe, immediate pain to temperature and touch - A dental abscess with visible swelling or associated fever - Significant dental trauma following an accident or impact

****Book an urgent appointment within 24–48 hours for:**** - A lost crown or temporary restoration causing pain or sensitivity - A broken tooth with a sharp edge irritating soft tissue - A loose or broken orthodontic appliance causing discomfort - Dental pain that is escalating and beginning to affect sleep

****A routine appointment is appropriate for:**** - A lost filling with no associated pain - A chipped tooth with no pain or sharp edge - Gum soreness without swelling - General questions about existing or planned treatment

Knocked-out permanent tooth: act immediately

A knocked-out, or avulsed, permanent tooth is a genuine dental emergency. The chances of successful replantation depend directly on how quickly the tooth is repositioned in its socket and how well the root surface is kept viable in the meantime. The following steps give the tooth the best possible chance.

1. ****Pick up the tooth by the crown only.**** Avoid touching or scrubbing the root. The root surface carries periodontal ligament fibres that are essential to healing and reattachment.
2. ****If the tooth is visibly soiled, rinse it gently under cold running water.**** Do not scrub the root. Do not use soap, disinfectant, or any cleaning agent, and do not dry the tooth.
3. ****Reposition the tooth in the socket if at all possible.**** If the patient is conscious, cooperative, and old enough that swallowing is not a concern, gently guide the tooth back into its socket and have the patient bite down softly on a clean cloth to hold it in place.
4. ****If immediate reimplantation is not possible, store the tooth in milk.**** Cold full-cream milk is the preferred storage medium, as it preserves the vitality of root surface cells for up to 60 minutes. Saline solution is also acceptable. Do not store the tooth in tap water, wrap it in tissue, or let it dry out — any of these will significantly reduce the likelihood of a successful outcome.
5. ****Call CSSC immediately on (03) 9650 2726 and come in without delay.**** Every minute that passes reduces the prognosis for replantation. If this happens outside our operating hours, go directly to your nearest hospital emergency department.

****A note about children:**** Replanting baby (deciduous) teeth is generally not recommended, because repositioning a primary tooth into its socket can damage the developing permanent tooth beneath. If a child has knocked out a baby tooth, focus on keeping the child calm, managing any bleeding with gentle sustained pressure, and arranging a dental review as soon as possible.

When to go directly to hospital

Some dental emergencies go well beyond what outpatient specialist care can manage and need hospital-level treatment. Recognising these situations quickly matters.

****Go directly to your nearest hospital emergency department if:**** - Facial swelling is compromising your airway, making it difficult to breathe or swallow - You have sustained significant facial trauma involving a possible jaw fracture or injury to the orbital region - You have a dental infection accompanied by high fever, difficulty opening your mouth (trismus), or signs of systemic illness such as rigors or altered consciousness - Bleeding from the mouth cannot be controlled after 20 minutes of sustained direct pressure

These situations require an oral and maxillofacial surgeon, the specialist trained in the surgical management of the jaws, facial skeleton, and surrounding soft tissues. A/Prof Patrishia Bordbar holds consultant appointments at the Royal Children's Hospital and Western Hospital Melbourne and has extensive experience managing maxillofacial trauma and serious oral and facial infections.

Common specialist emergencies at CSSC

Knowing which specialist discipline is best placed to manage your presentation helps our team direct you appropriately from the start.

****Dental trauma — Endodontics:**** Cracked, fractured, or avulsed teeth often need specialist endodontic assessment to determine whether the dental pulp has been affected. Dr Gregory Tilley, Prof Chankhrit Sathorn, Dr Aovana Timmerman, and Dr Areti Vrochari manage dental trauma emergencies, including urgent assessment of pulp vitality and root canal treatment where needed.

****Severe dental infection and abscess — Endodontics or Oral and Maxillofacial Surgery:**** Infection from a diseased dental pulp or periapical abscess may require urgent root canal treatment, extraction, or surgical drainage if the infection has begun to spread. Your presenting symptoms will determine which specialist is best placed to manage your care.

****Acute pericoronitis — Oral and Maxillofacial Surgery:**** Infection and swelling around a partially erupted wisdom tooth is a common acute presentation. Management may involve irrigation and debridement, antibiotics, and in some cases urgent extraction of the affected tooth.

****Lost crown on a painful tooth — Prosthodontics or Endodontics:**** Specialist assessment is needed to determine whether the underlying tooth structure remains restorable and whether the dental pulp has been affected by the loss of coronal protection.

****Broken orthodontic appliance causing soft tissue injury — Orthodontics:**** Sharp or displaced wires and brackets can cause significant mucosal ulceration and discomfort. Our orthodontic team can arrange urgent appointments to address appliance-related injuries causing ongoing soft tissue damage.

Contact for urgent appointments

If you are dealing with an acute dental problem during business hours, call as early as possible. Urgency is assessed by phone, and calling early in the day gives our team the best chance of fitting you in the same day.

****Phone:**** (03) 9650 2726 ****Email:**** theteam@collinsstreetspecialistcentre.com.au ****Hours:**** Monday–Friday 8:00am–6:00pm | Saturday 8:30am–1:30pm ****Location:**** Level 8 and Level 12 & Tower, Manchester Unity Building, 220 Collins Street, Melbourne CBD
