

Frequently Asked Questions

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/about/frequently-asked-questions/>

Description:

No. You can contact CSSC directly and arrange an appointment with any specialist without a referral from a general dentist. Many patients self-refer after researching their condition or seeking a second opinion.

Details:

Collins Street Specialist Centre – Frequently Asked Questions

Collins Street Specialist Centre is Melbourne's dedicated multi-specialty dental clinic, with all six recognised dental specialties operating under one roof in the CBD. The questions below cover what you need to know before your first visit, how payments work, and what to expect from treatment.

Appointments and referrals

Do I need a referral to see a specialist at Collins Street Specialist Centre?

No. You can contact Collins Street Specialist Centre directly and book a consultation with any of our specialists without a referral from a general dentist. Many patients come to us after researching their condition themselves, or because they want a second opinion.

If you do have a referral letter from your general dentist, bring it along. It gives your specialist useful clinical background and keeps your regular dentist in the loop throughout your care.

How do I book an appointment?

You can book by phone or email:

- **Phone:** (03) 9650 2726 - **Email:** theteam@collinsstreetspecialistcentre.com.au - **Hours:** Monday–Friday 8:00am–6:00pm | Saturday 8:30am–1:30pm

When you get in touch, let our reception team know which specialty you're looking for and, if possible, a brief description of your concern. That way we can match you with the right specialist and book the correct amount of time from the start.

Which specialist should I ask for?

If you're not sure which specialty applies to your situation, just describe your concern to our reception team — they're experienced at pointing patients in the right direction. For more complex cases that might involve more than one discipline, your initial appointment will include a thorough assessment, and you'll be referred to the relevant co-treating specialist within the centre if needed.

A rough guide to which specialty covers what:

- **Pain inside a tooth, failed root canal, cracked tooth:** Endodontics - **Gum bleeding, bone loss, loose teeth, implant surgery:** Periodontics - **Crowded teeth, bite problems, dental alignment:**

Orthodontics - ****Missing teeth, crowns, veneers, full mouth rehabilitation:**** Prosthodontics - ****Wisdom teeth, jaw surgery, facial swelling, oral lumps:**** Oral & Maxillofacial Surgery - ****Dental care for children and adolescents under 18:**** Paediatric Dentistry

Location and access

Where are you located?

Collins Street Specialist Centre occupies two levels of the Manchester Unity Building at ****220 Collins Street, Melbourne CBD****.

- ****Level 8:**** Prosthodontics, Endodontics, and Paediatric Dentistry - ****Level 12 & Tower:**** Orthodontics, Periodontics, and Oral & Maxillofacial Surgery

The Manchester Unity Building sits on the corner of Collins and Swanston Streets, which puts it about as central as Melbourne gets.

How do I get there by public transport?

****By train:**** Town Hall Metro Rail station is directly diagonally opposite the Manchester Unity Building, with services running every three to four minutes. Flinders Street Station is about a 10-minute walk.

****By tram:**** Stop 6 (Melbourne Town Hall / Collins St) is served by routes 11, 12, 48, and 109. Stop 11 (City Square / Swanston St) is served by routes 1, 3/3a, 5, 6, 16, 64, 67, and 72.

****By car:**** The nearest car park is Wilsons Parking on Flinders Lane, between Swanston and Russell Streets.

Payment and insurance

What payment options are available?

Collins Street Specialist Centre accepts cash, credit cards, and EFTPOS, as well as private health insurance with dental cover. We also offer three payment plan arrangements for patients who want to spread the cost of treatment:

****Payright**** is an interest-free plan with fortnightly instalments, available for treatment costs from a few hundred dollars up to \$20,000 AUD, with terms from 3 to 30 months.

****TLC (Total Lifestyle Credit)**** is a personal loan structured for healthcare expenses. It covers amounts from \$2,001 to \$50,000 AUD, with terms up to 84 months. The interest rate depends on your individual credit profile.

****Supercare**** allows early release of superannuation funds for medically necessary dental treatment. There's no credit check and no cap on the amount you can access. The process requires an ATOL (Authority to Release) assessment, and Supercare handles the superannuation fund application on your behalf.

For a full breakdown of available payment plans, visit our [Payment Plans](/about/payment-plans-finance-options/) page.

Do you accept private health insurance?

Yes. Collins Street Specialist Centre accepts all major private health insurers. Bring your health insurance card to your appointment so your rebate can be processed on the day. The amount you receive back will depend on your specific policy and the item numbers that apply to your treatment.

For larger treatment plans, it's worth calling your insurer beforehand to check your annual limits and any waiting periods that might affect what you're entitled to claim.

Your first visit

What should I bring to my first appointment?

- Any dental X-rays taken in the past 12 months (on film, or as a CD or USB from your previous dentist)
- Your referral letter, if you have one
- Your Medicare card and private health insurance card
- A current list of medications, including supplements and over-the-counter preparations
- The names of any other health practitioners involved in your care, particularly if you have systemic health conditions that could affect your dental treatment

If you don't have recent X-rays, your specialist will arrange appropriate imaging at the appointment. Collins Street Specialist Centre has on-site digital radiography and cone-beam CT (CBCT) imaging available.

What happens at the first appointment?

Your first appointment is a specialist assessment. Your specialist will take a thorough clinical history, examine the relevant structures, review or arrange imaging, and explain their findings clearly. By the end of the appointment, you should have a solid understanding of the diagnosis, the treatment options available, estimated costs, and approximate timeframes.

For more complex cases, particularly those involving multiple specialties, the assessment may lead to a second planning appointment before active treatment begins.

Will my general dentist be informed?

Yes. With your consent, your specialist will send a detailed report to your referring or nominated general dentist after each significant appointment. Your general dentist remains an important part of your long-term dental care, and that communication is something we take seriously at Collins Street Specialist Centre.

Treatment timelines

How long do treatments take?

It varies considerably depending on the specialty and the complexity of your case. Here's a general guide:

- **Endodontics (root canal treatment):** One to three appointments, typically 60–90 minutes each, spread over two to six weeks
- **Orthodontics (braces or Invisalign):** 12 to 24 months for most cases; complex or surgical cases may take longer
- **Periodontics (gum disease management):** Initial therapy usually delivered over two to four appointments, followed by reassessment; surgical phases add several additional months
- **Dental implants (full sequence):** Four to twelve months from extraction or site preparation through to final restoration, depending on whether grafting is required
- **Prosthodontics (single crown):** Typically two to three visits over two to four weeks; complex full-mouth rehabilitation spans several months
- **Paediatric Dentistry:** Highly variable — routine management may be resolved in one or two visits, while behaviour management programmes take a longer-term approach
- **Oral & Maxillofacial Surgery (wisdom teeth):** Often completed in a single surgical appointment

Your specialist will give you a personalised timeline during your initial assessment based on your specific situation.

Can I see multiple specialists in one visit?

In some cases, yes. Where the clinical situation calls for it, your primary specialist can arrange for a second specialist to assess you during the same visit. That's one of the practical advantages of having all six dental specialties in the same building.

For formally coordinated treatment plans involving multiple specialties, your appointments will be scheduled sequentially at Collins Street Specialist Centre, with your clinical file transferred appropriately between treating clinicians to maintain continuity of care.

Emergency and urgent care

What if I have a dental emergency?

Call (03) 9650 2726 as early as possible and explain your situation to our reception team. They'll find the most urgent appointment available and direct you to the right specialist without delay.

Common dental emergencies, including severe pain, facial swelling, a lost crown or filling, or a broken tooth, are treated as priority appointments at Collins Street Specialist Centre. For life-threatening situations such as difficulty breathing or rapidly spreading facial swelling, go directly to your nearest hospital emergency department rather than waiting for a dental appointment.

See our dedicated [\[Emergency Dental\]/\(about/emergency-dental-care/\)](#) page for guidance on specific emergency situations, including the recommended protocol for a knocked-out tooth.

International and interstate patients

Do you treat patients travelling from outside Melbourne?

Yes. Collins Street Specialist Centre's location in the Melbourne CBD, one stop from the Airport Link interchange, makes it straightforward to reach for both interstate and international patients. Our reception team can help coordinate scheduling for patients travelling from out of town and can offer guidance on nearby accommodation.

Collins Street Specialist Centre also supports communication in 12 languages via Google Translate, and several of our specialists speak languages other than English. See our [\[International Patients\]/\(about/information-for-international-patients/\)](#) page for more information on how we support patients travelling to Melbourne for specialist dental care.
