

Information for International Patients

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/about/information-for-international-patients/>

Description:

Collins Street Specialist Centre welcomes patients from interstate and overseas. Our location in the Melbourne CBD, combined with multilingual support across the specialist team and access to Google Translate for 12 l...

Details:

Collins Street Specialist Centre – Information for International Patients

Collins Street Specialist Centre welcomes patients travelling from interstate and overseas. The practice sits in the Melbourne CBD, the specialist team covers a wide range of languages, and the website supports Google Translate across 12 languages — all of which makes it a genuinely practical option for anyone seeking specialist dental care in Melbourne. Whether you're planning a single assessment or a longer course of treatment, the team is experienced in helping visiting patients work through the process without unnecessary confusion.

A CBD location designed for visitors

The Manchester Unity Building at 220 Collins Street offers exceptional accessibility for visitors, sitting at the heart of Melbourne's Central Business District. For international and interstate patients, that central position removes much of the logistical difficulty that can come with specialist dental visits.

****Air travel:**** Melbourne Airport connects to the CBD via SkyBus to Southern Cross Station, then a short tram or taxi ride to Collins Street. Total transit time from the airport runs about 45 minutes under normal conditions.

****Town Hall Metro Rail Station**** sits directly opposite the Manchester Unity Building, with trains running every three to four minutes on the City Loop. If you're staying anywhere along the metropolitan rail network, you're well placed.

****Tram:**** The corner of Collins and Swanston Streets is one of Melbourne's busiest tram intersections. Routes 11, 12, 48, and 109 serve Stop 6 (Melbourne Town Hall / Collins St). Several additional tram routes serve Swanston Street near the practice, providing connections from across the city.

****Car:**** Wilsons Parking on Flinders Lane (between Swanston and Russell Streets) is the nearest car park to the Manchester Unity Building.

Nearby accommodation

The Manchester Unity Building sits at the heart of Melbourne's CBD hotel precinct. Budget properties through to five-star hotels are all within walking distance. For patients whose treatment spans multiple days or weeks, having that range of accommodation close by makes Collins Street a convenient base.

Language support

Collins Street Specialist Centre's website supports ****12 languages via Google Translate****, including Arabic, Chinese (Simplified and Traditional), French, German, Hindi, Indonesian, Italian, Japanese, Korean, Malay, Spanish, and Thai — useful for reviewing information about specialists and services before making contact.

Several specialists within the team also speak languages other than English in their clinical practice:

| Language | Specialists | |-----|-----| | Mandarin | Dr Joshua Ch'ng, Dr Aovana Timmerman, Dr Peishan Jiang | | Arabic | Dr Ahmed El Hadidi | | Greek | Dr Fotios Angelis, Prof Vasileios Chronopoulos, Dr Areti Vrochari | | French, Italian, Spanish | Dr David Austin | | Thai | Prof Chankhrit Sathorn | | Malayalam, Hindi | Dr Angel Babu |

If language access matters for your treatment, mention it when you book. The reception team will try to match you with a specialist who communicates in your preferred language, subject to clinical fit and scheduling availability.

Coordinating your visit

For patients travelling from outside Melbourne, planning ahead makes a real difference. Here's a practical approach:

****Step 1 — Book your assessment first.**** Call ****(03) 9650 2726**** or email **theteam@collinsstreetspecialistcentre.com.au****. Describe your dental concern clearly and, if you have a fixed window in Melbourne, say so upfront. The team can give you an honest read on what's achievable within your schedule.

****Step 2 — Send existing records in advance.**** X-rays, referral letters, and specialist reports forwarded before your first appointment reduce the chance of needing extra assessment visits before treatment can start — which matters when your time in Melbourne is limited.

****Step 3 — Confirm your treatment timeline with your specialist.**** Some procedures can fit assessment and treatment into a single extended visit. Others — dental implants requiring bone grafting, or orthodontic treatment, for example — will need multiple visits over weeks or months. Your specialist will be clear about what's achievable given your constraints, so you can plan travel and scheduling accordingly.

No referral is required to book at Collins Street Specialist Centre. That said, if your dentist at home has provided a referral letter or clinical notes, sending those through in advance helps your specialist prepare for the consultation.

Payment for international patients

Collins Street Specialist Centre accepts cash (Australian dollars), major credit cards, and EFTPOS. Payment is due at the time of each appointment. It's worth clarifying costs well before you travel, so there are no surprises on arrival.

****Private health insurance:**** Australian private health insurance rebates are generally not available to international visitors, unless you hold an entitlement under a reciprocal health care agreement. Reciprocal agreements cover citizens of New Zealand, the United Kingdom, Ireland, Italy, Belgium, Malta, the Netherlands, Slovenia, and Sweden, among others. If you hold international health insurance, check your policy for any overseas dental benefits before booking.

****Payment plans:**** The Payright and TLC payment plan options available to Australian patients require an Australian credit assessment and aren't accessible to overseas visitors. The Supercare superannuation release option applies only to patients with Australian superannuation accounts.

After your assessment, your specialist will provide a written treatment estimate covering the recommended course of care and associated costs. Review that estimate before committing to travel arrangements for any subsequent visits.

Contact and enquiries

The reception team can answer questions about the practice, walk you through what to expect at your first appointment, and help with any logistical queries about your visit.

****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

No referral is required to book an appointment.
