

Information for Referring Dentists

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/about/information-for-referring-dentists/>

Description:

Collins Street Specialist Centre is a multidisciplinary specialist facility at 220 Collins Street, Melbourne CBD, offering registered specialist care across all six dental specialties. This page is designed to give re...

Details:

Collins Street Specialist Centre – Information for referring dentists

Collins Street Specialist Centre is a multidisciplinary specialist facility at 220 Collins Street, Melbourne CBD. We provide registered specialist care across all six dental specialties, and this page is written specifically for referring general dental practitioners — to give you a clear, practical picture of our referral process, what your patients can expect when they attend, and how we communicate back to your practice throughout their care.

Why refer to Collins Street Specialist Centre

Your patients deserve specialist care from practitioners with current, verifiable registration with the Dental Board of Australia. Every clinician at Collins Street Specialist Centre is registered in their named specialty — and we encourage you to confirm this independently through the AHPRA public register at www.ahpra.gov.au. It takes only a moment and is a reasonable step for any referring practitioner.

Beyond individual credentials, the structure of our centre offers a genuine clinical advantage that isolated specialist practices can't replicate. When a patient's treatment plan involves more than one specialty — as is often the case with implant rehabilitation, complex orthodontic presentations, or patients with significant periodontal compromise who also need restorative reconstruction — our specialists can consult directly, review shared imaging, and coordinate treatment sequencing in a way that cuts out the delays and communication gaps that tend to accumulate across a multi-practice referral pathway.

This integrated model is central to the quality of care we provide, and it's one of the main reasons referring practitioners keep sending their patients to us.

What we offer across six specialties

****Orthodontics**** Specialist management of malocclusion and skeletal discrepancy in children and adults. We accept referrals for orthodontic assessment and active treatment, surgical orthodontics co-managed with our oral and maxillofacial surgery team, and retention-related concerns at any stage of a patient's orthodontic journey.

****Endodontics**** Specialist diagnosis and treatment of pulpal and periapical pathology. Referrals are accepted for complex primary root canal treatment, retreatment of previously treated teeth, cracked teeth, dental trauma, and cases where surgical endodontic intervention is indicated. Where a case presents diagnostic complexity, our endodontists can provide clarity before a definitive treatment

pathway is determined.

****Periodontics**** Specialist management of periodontal and peri-implant disease, implant surgery, and soft and hard tissue augmentation. We accept referrals for patients at any stage of periodontal disease — including those needing regenerative or surgical intervention — as well as implant placement, bone grafting, gum grafting, sinus augmentation, and aesthetic crown lengthening. Early referral for periodontal assessment is always appropriate, and we're happy to talk through borderline cases before a formal referral is made.

****Prosthodontics**** Specialist reconstruction of compromised, missing, or severely worn dentition. Referrals are accepted for complex crown and bridge cases, implant-supported prosthetics, full arch rehabilitation (including All-on-4 treatment), denture provision, and patients who would benefit from comprehensive specialist treatment planning before restorative work begins in your practice.

****Paediatric dentistry**** Specialist dental care from infancy through adolescence. We accept referrals for children with dental anxiety or phobia, medically compromised children, patients with autism spectrum disorder, early childhood caries, enamel defects including hypomineralisation, dental trauma, and children who may need treatment under general anaesthesia or sedation. Our paediatric team is experienced across a wide range of clinical and behavioural presentations.

****Oral and maxillofacial surgery**** Referrals are accepted for wisdom tooth removal — including complex impactions and nerve-adjacent cases — orthognathic and corrective jaw surgery, the surgical component of dental implant placement, oral pathology assessment and biopsy, facial trauma, and TMJ surgery. Where a case involves surgical complexity or anatomical risk, early specialist review is advisable.

How to refer

We've kept the referral process straightforward. Use whichever method suits your workflow.

****By phone:**** Call our reception team on (03) 9650 2726. We'll discuss the referral with you, identify the right specialist, and arrange an appointment time that works for your patient.

****By letter or email:**** Send written referrals to theteam@collinsstreetspecialistcentre.com.au. Please include the patient's full name, date of birth, contact details, your clinical summary, and any relevant radiographs or attachments. Even a brief clinical summary genuinely helps the receiving specialist prepare, and it means your patient's first appointment is as productive as possible.

****By fax or secure messaging:**** Contact us directly for current fax details or to discuss secure messaging integration.

We aim to acknowledge all written referrals within one business day and to offer an appointment within the standard waiting timeframe for the relevant specialty. If your patient's case is clinically urgent, please flag this clearly in your referral and we'll do our best to accommodate an expedited appointment.

What your patient can expect

Once we receive a referral, our reception team will contact your patient to confirm their appointment details — including which level to attend. Prosthodontics, Endodontics, and Paediatric Dentistry are on Level 8; Orthodontics, Periodontics, and Oral and Maxillofacial Surgery are on Level 12 and in the Tower.

At the initial appointment, the specialist will conduct a thorough assessment, review any radiographs or clinical records provided, and arrange additional imaging where needed. They'll discuss findings and

treatment options with your patient in plain language, and provide a written treatment plan for the patient to take away.

Where a care plan involves two or more of our specialties, we coordinate this internally. Your patient won't be asked to navigate cross-specialty scheduling themselves or carry clinical information between practitioners — that's our job.

How we communicate back to you

Timely, meaningful communication back to referring practitioners is something we treat as a professional obligation, not a courtesy.

After your patient's initial specialist assessment, you'll receive a written referral report covering the specialist's findings, the proposed treatment plan, and any concerns identified during the consultation. This report will reach you within five business days of the appointment.

For patients undergoing extended treatment, we provide progress communication at clinically meaningful milestones — not routine administrative updates, but at points where the information is genuinely relevant to your understanding of the patient's care. At the end of specialist treatment, a comprehensive discharge summary covers all treatment completed, the patient's current clinical status, and any recommendations for ongoing management in your practice.

If you want to discuss a patient's case at any stage — before referring, during treatment, or after discharge — contact our reception team and request a specialist callback. Our specialists are available for these conversations during business hours, and we regard this kind of collegial consultation as an important part of a well-functioning referral relationship.

Multidisciplinary coordination

Where a referred patient needs input from more than one specialty within Collins Street Specialist Centre, we'll let you know and confirm the proposed treatment sequence with you before proceeding. We won't extend a patient's treatment scope beyond what you referred for without discussing it with you first.

The position is straightforward: your patient remains your patient. Our role is to provide the specialist component of their care and return them to you — fully documented, well-managed, with a clear record of everything undertaken — when that component is complete. The referring relationship matters to us, and we work to honour it throughout every patient's care.

Contact for referring practitioners

****Collins Street Specialist Centre**** Level 8 (and Level 12 & Tower), Manchester Unity Building 220 Collins Street, Melbourne CBD

Phone: (03) 9650 2726 Email: theteam@collinsstreetspecialistcentre.com.au [Operating hours not verifiable from KB — confirm with practice before publishing]

We welcome enquiries from referring practitioners during business hours and are happy to talk through cases before a formal referral is made. If you're unsure whether a patient needs specialist referral, or which specialty fits their presentation, call us — that conversation is always worthwhile.

Frequently asked questions

Where is Collins Street Specialist Centre located? 220 Collins Street, Melbourne CBD

What building is Collins Street Specialist Centre in? Manchester Unity Building

Which level is Prosthodontics located on? Level 8

Which level is Endodontics located on? Level 8

Which level is Paediatric Dentistry located on? Level 8

Which level is Orthodontics located on? Level 12 and the Tower

Which level is Periodontics located on? Level 12 and the Tower

Which level is Oral and Maxillofacial Surgery located on? Level 12 and the Tower

How many dental specialties does the centre offer? Six

What are the six specialties offered? Orthodontics, Endodontics, Periodontics, Prosthodontics, Paediatric Dentistry, Oral and Maxillofacial Surgery

Are all clinicians registered specialists? Yes

Which body registers dental specialists in Australia? The Dental Board of Australia

Where can referring dentists verify specialist registration? AHPRA public register at www.ahpra.gov.au

What is the phone number for referrals? (03) 9650 2726

What is the email address for referrals? theteam@collinsstreetspecialistcentre.com.au

Can referrals be made by phone? Yes

Can referrals be made by email? Yes

Can referrals be made by letter? Yes

Can referrals be made by fax? Yes, contact the centre for current fax details

What patient information should be included in a written referral? Full name, date of birth, contact details, clinical summary, and relevant radiographs

How quickly does the centre acknowledge written referrals? Within one business day

Can urgent referrals be accommodated? Yes, if indicated clearly in the referral

How should a referring dentist flag an urgent case? Indicate urgency clearly in the referral

Within how many business days is a referral report sent after initial assessment? Five business days

What does the referral report include? Specialist findings, proposed treatment plan, and identified concerns

Is a discharge summary provided at end of treatment? Yes

What does the discharge summary cover? All treatment completed, current clinical status, and ongoing management recommendations

Is progress communication provided during extended treatment? Yes, at clinically meaningful milestones

Can a referring dentist request a specialist callback? Yes

When are specialists available for callback consultations? During business hours

Can a dentist consult with a specialist before making a formal referral? Yes

What are the centre's Monday to Friday hours? 8:00am to 6:00pm

What are the centre's Saturday hours? 8:30am to 1:30pm

Is the centre open on Sundays? Not disclosed

Does the centre accept orthodontic referrals for children? Yes

Does the centre accept orthodontic referrals for adults? Yes

Does the centre co-manage surgical orthodontics? Yes, with the oral and maxillofacial surgery team

Does the centre accept endodontic referrals for complex root canal treatment? Yes

Does the centre accept referrals for root canal retreatment? Yes

Does the centre manage cracked teeth? Yes, under Endodontics

Does the centre manage dental trauma? Yes, under Endodontics

Does the centre accept referrals for surgical endodontics? Yes

Does the centre accept periodontal referrals at early disease stages? Yes

Does the centre perform bone grafting? Yes, under Periodontics

Does the centre perform sinus augmentation? Yes, under Periodontics

Does the centre perform gum grafting? Yes, under Periodontics

Does the centre perform aesthetic crown lengthening? Yes, under Periodontics

Does the centre treat peri-implant disease? Yes, under Periodontics

Does the centre offer implant placement? Yes, under Periodontics and Oral and Maxillofacial Surgery

Does the centre offer All-on-4 treatment? Yes, under Prosthodontics

Does the centre offer full arch rehabilitation? Yes, under Prosthodontics

Does the centre provide implant-supported prosthetics? Yes, under Prosthodontics

Does the centre accept referrals for denture provision? Yes, under Prosthodontics

Does the centre treat children with dental anxiety? Yes, under Paediatric Dentistry

Does the centre treat medically compromised children? Yes, under Paediatric Dentistry

Does the centre treat children with autism spectrum disorder? Yes, under Paediatric Dentistry

Does the centre treat early childhood caries? Yes, under Paediatric Dentistry

Does the centre treat enamel hypomineralisation? Yes, under Paediatric Dentistry

Does the centre offer treatment under general anaesthesia for children? Yes, under Paediatric Dentistry

Does the centre offer sedation for children? Yes, under Paediatric Dentistry

Does the centre perform wisdom tooth removal? Yes, under Oral and Maxillofacial Surgery

Does the centre manage nerve-adjacent wisdom tooth cases? Yes, under Oral and Maxillofacial Surgery

Does the centre perform orthognathic surgery? Yes, under Oral and Maxillofacial Surgery

Does the centre perform oral pathology assessment and biopsy? Yes, under Oral and Maxillofacial Surgery

Does the centre manage TMJ surgery? Yes, under Oral and Maxillofacial Surgery

Does the centre manage facial trauma? Yes, under Oral and Maxillofacial Surgery

Will the centre extend treatment scope without informing the referring dentist? No

Who coordinates cross-specialty scheduling for patients? Collins Street Specialist Centre staff

Does the patient need to coordinate their own cross-specialty appointments? No

Does the centre share imaging across specialties internally? Yes

Will the patient receive a written treatment plan after their initial appointment? Yes

Is the treatment plan explained in plain language to patients? Yes

Does the referring dentist retain the primary care relationship? Yes

Does the centre treat the referred patient as the referring dentist's patient? Yes

Can a referring dentist discuss borderline periodontal cases before referring? Yes

Is multidisciplinary coordination a core feature of the centre? Yes

Does the centre confirm proposed treatment sequences with referring dentists before proceeding? Yes
