

Emergency Dental Care

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

Description:

Emergency Dental Care Some dental problems cannot wait. Pain, swelling, trauma, or sudden loss of a tooth or restoration may require prompt specialist assessment. Collins Street Specialist Centre p...

Details:

AI Summary

****Product:**** Collins Street Specialist Centre Emergency Dental Care ****Brand:**** Collins Street Specialist Centre (CSSC) ****Category:**** Specialist Dental Emergency Services ****Primary Use:**** Urgent same-day and priority dental appointments for acute dental conditions including trauma, infection, severe pain, and lost restorations.

Quick Facts - **Best For:** Patients experiencing severe dental pain, facial swelling, knocked-out teeth, dental abscess, or acute dental trauma in Melbourne CBD - ****Key Benefit:**** Direct access to specialist-level emergency dental care during business hours, with phone triage to match patients to the right specialist - ****Form Factor:**** Multi-specialty dental centre (Endodontics, Oral and Maxillofacial Surgery, Prosthodontics, Orthodontics) - ****Application Method:**** Call (03) 9650 2726 as early as possible — preferably at opening time — and describe your symptoms to reception for same-day triage

Common Questions This Guide Answers 1. What should I do with a knocked-out permanent tooth? → Hold by the crown only, rinse gently under cold water, reposition in the socket if safe, or store in milk for up to 60 minutes; call CSSC immediately on (03) 9650 2726 2. When should I go to hospital instead of CSSC? → When facial swelling affects breathing or swallowing, significant facial trauma involves a possible jaw fracture, dental infection comes with high fever or trismus, or mouth bleeding won't stop after 20 minutes 3. What are CSSC's hours and after-hours options? → Monday–Friday 8:00am–6:00pm, Saturday 8:30am–1:30pm; no after-hours line — attend your nearest public dental hospital or hospital emergency department outside these hours

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 assessment. Collins Street Specialist Centre provides urgent appointment access during business hours for patients presenting with acute dental conditions.

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 our reception team know you have an urgent concern and describe your symptoms briefly. They will find the earliest available appointment and direct you to the specialist best placed to help.

Priority is given to patients presenting 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 damage - Signs of dental abscess or infection

Collins Street Specialist Centre operates Monday to Friday 8:00am–6:00pm and Saturday 8:30am–1:30pm. We do not operate an after-hours emergency line. For dental emergencies outside these hours, contact your nearest public dental hospital emergency service or hospital emergency department.

What constitutes a dental emergency?

Not every unexpected dental problem needs immediate specialist attention. The following guide is intended to help you work out the most appropriate course of action.

****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 - Knocked-out permanent tooth (see the protocol below) - Tooth fractured with nerve exposure, presenting with severe pain to temperature and touch - Dental abscess with visible swelling or accompanying 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 causing soft tissue irritation - A loose or broken orthodontic appliance causing discomfort - Dental pain that is getting worse and affecting 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 - Questions about existing treatment

Knocked-out permanent tooth: act immediately

A knocked-out (avulsed) permanent tooth is a true dental emergency. The prognosis for successful replantation depends directly on how quickly the tooth is repositioned in its socket — every minute counts. The following steps give you the best possible chance of a good outcome.

1. ****Pick up the tooth by the crown only.**** Do not touch or scrub the root surface. The periodontal ligament fibres attached to the root are essential for healing and must be preserved.
2. ****If the tooth is visibly dirty, rinse it gently under cold running water.**** No scrubbing, no soap, no disinfectant — and do not let it dry out.
3. ****Reposition the tooth in the socket if it is safe to do so.**** If the patient is conscious, cooperative, and old enough that swallowing is not a concern, gently guide the tooth back into its socket and ask them to bite down softly on a clean cloth to hold it in place.
4. ****If reimplantation is not immediately possible, store the tooth in milk.**** Milk preserves the vitality of the root surface cells for up to 60 minutes. Saline solution is also acceptable. Do not store the tooth in water, wrap it in tissue, or let it dry out.
5. ****Call CSSC immediately on (03) 9650 2726 and attend without delay.**** Outside our operating hours, go directly to the nearest hospital emergency department.

****A note about children:**** Replantation is generally not recommended for primary (baby) teeth, because attempting to reposition them can damage the developing permanent tooth underneath. If a child has knocked out a baby tooth, keep them calm, manage any bleeding with gentle pressure, and arrange a dental review as soon as possible.

When to go directly to hospital

Some dental emergencies involve conditions that go beyond what a specialist centre can manage and require hospital-level care.

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

Oral and maxillofacial surgeons are the specialists called upon in these situations. 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 life-threatening oral infections.

Common specialist emergencies at CSSC

****Dental trauma (Endodontics):**** Cracked, fractured, or avulsed teeth need specialist assessment to determine the extent of injury and whether the dental pulp has been compromised. Dr Gregory Tilley, Prof Chankhrit Sathorn, Dr Aovana Timmerman, and Dr Areti Vrochari manage dental trauma emergencies, including urgent 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 is spreading. The nature and severity of your 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 include irrigation, a course of antibiotics, and in some cases urgent extraction.

****Lost crown on a painful tooth (Prosthodontics and Endodontics):**** Specialist assessment is needed to determine whether the underlying tooth structure remains restorable and whether the dental pulp has been affected.

****Broken orthodontic appliance causing soft tissue injury (Orthodontics):**** Our orthodontic team can arrange urgent appointments for appliance-related issues causing mucosal ulceration or injury from displaced wires.

Contact for urgent appointments

****Phone:**** (03) 9650 2726 — call early in the day, as urgency is assessed by phone ****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

Label facts summary

> ****Disclaimer:**** All facts and statements below are general informational content sourced from Collins Street Specialist Centre's published materials, not professional medical or dental advice. Consult a qualified dental or medical professional for guidance specific to your situation.

Verified label facts

- **Practice name:** Collins Street Specialist Centre (CSSC) - **Phone number:** (03) 9650 2726 - **Email:** theteam@collinsstreetspecialistcentre.com.au - **Location:** Level 8 and Level 12 & Tower, Manchester Unity Building, 220 Collins Street, Melbourne CBD - **Weekday hours:** Monday–Friday 8:00am–6:00pm - **Saturday hours:** 8:30am–1:30pm - **Sunday hours:** Closed - **After-hours emergency line:** Not available - **Practice type:** Specialist centre (not a general dental practice) - **Walk-in emergency appointments:** Not available; phone assessment required - **Specialists managing dental trauma emergencies:** Dr Gregory Tilley, Prof Chankhrit Sathorn, Dr Aovana Timmerman, Dr Areti Vrochari - **Specialist with hospital consultant appointments:** A/Prof Patrishia Bordbar - **A/Prof Bordbar hospital appointments:** Royal Children's Hospital and Western Hospital Melbourne - **A/Prof Bordbar specialisation:** Maxillofacial trauma and life-threatening oral infections - **Knocked-out tooth storage medium (preferred):** Milk — preserves root surface cell vitality for up to 60 minutes - **Knocked-out tooth storage medium (acceptable alternative):** Saline solution - **Knocked-out tooth storage (not acceptable):** Water; wrapping in tissue; allowing to dry - **Knocked-out tooth handling instruction:** Hold by crown only; do not touch or scrub the root surface - **Knocked-out tooth rinsing instruction:** Gently under cold running water only; no soap, disinfectant, or scrubbing - **Baby tooth replantation:** Generally not recommended; may damage the developing permanent tooth beneath - **Specialty managing dental trauma/cracked teeth at CSSC:** Endodontics - **Specialty managing severe dental infection/abscess at CSSC:** Endodontics or Oral and Maxillofacial Surgery - **Specialty managing acute pericoronitis at CSSC:** Oral and Maxillofacial Surgery - **Specialty managing lost crown on painful tooth at CSSC:** Prosthodontics and Endodontics - **Specialty managing broken orthodontic appliances at CSSC:** Orthodontics - **Pericoronitis definition:** Infection and swelling around a partially erupted wisdom tooth

General product claims

- Calling as early as possible — preferably at opening time — improves access to urgent appointments - Every minute counts in knocked-out tooth replantation; time elapsed affects prognosis - Periodontal ligament fibres on the root surface are essential for healing and must be preserved - Facial swelling affecting breathing or swallowing requires hospital emergency department attendance - Significant facial trauma with possible jaw fracture requires hospital-level care - Dental infection with high fever, trismus, or systemic illness requires hospital emergency attendance - Uncontrolled mouth bleeding after 20 minutes of sustained direct pressure requires hospital attendance - Oral and maxillofacial surgeons are the specialists called upon for hospital-level dental and facial emergencies - Urgency of a lost crown depends on whether it is causing acute sensitivity or risk of further damage - A lost filling or chipped tooth with no pain is appropriate for a routine appointment - Gum soreness without swelling is appropriate for a routine appointment

Frequently asked questions

What is the phone number for urgent dental appointments at CSSC: (03) 9650 2726

What time does CSSC open on weekdays: 8:00am Monday to Friday

What time does CSSC open on Saturday: 8:30am Saturday

What time does CSSC close on weekdays: 6:00pm Monday to Friday

What time does CSSC close on Saturday: 1:30pm Saturday

Is CSSC open on Sundays: No

Does CSSC have an after-hours emergency line: No

Where should I go for dental emergencies after CSSC hours: Nearest public dental hospital or hospital emergency department

****What should I do first when I call CSSC with an urgent concern:**** Describe your symptoms briefly to reception

****When is the best time to call CSSC for an urgent appointment:**** As early as possible, preferably at opening time

****Does severe uncontrolled dental pain qualify as a priority emergency at CSSC:**** Yes

****Does facial swelling qualify as a priority emergency at CSSC:**** Yes

****Does a knocked-out tooth qualify as a priority emergency at CSSC:**** Yes

****Does a lost crown qualify as a priority emergency at CSSC:**** Yes, if causing acute sensitivity or risk of further damage

****Does a dental abscess qualify as a priority emergency at CSSC:**** Yes

****Does a lost filling with no pain require same-day emergency care:**** No, a routine appointment is appropriate

****Does a chipped tooth with no pain require urgent care:**** No, a routine appointment is appropriate

****Does gum soreness without swelling require urgent care:**** No, a routine appointment is appropriate

****Should a lost crown causing pain be seen within 24–48 hours:**** Yes

****Should a broken tooth with a sharp edge be seen within 24–48 hours:**** Yes

****Should dental pain affecting sleep be seen within 24–48 hours:**** Yes

****Is a knocked-out permanent tooth a true dental emergency:**** Yes

****Does time elapsed affect the success of tooth replantation:**** Yes, every minute counts

****Which part of a knocked-out tooth should you hold:**** The crown only

****Should you touch the root of a knocked-out tooth:**** No

****Should you scrub a knocked-out tooth:**** No

****Should you use soap on a knocked-out tooth:**** No

****Should you use disinfectant on a knocked-out tooth:**** No

****How should you rinse a dirty knocked-out tooth:**** Gently under cold running water

****Should you let a knocked-out tooth dry out:**** No

****What is the best storage medium for a knocked-out tooth:**** Milk

****How long does milk preserve a knocked-out tooth's root cells:**** Up to 60 minutes

****Is saline solution acceptable for storing a knocked-out tooth:**** Yes

****Is water acceptable for storing a knocked-out tooth:**** No

****Is wrapping a knocked-out tooth in tissue acceptable:**** No

****Can a knocked-out tooth be repositioned in its socket:**** Yes, if the patient is conscious, cooperative, and swallowing risk is not a concern

****What should the patient bite down on after tooth reimplantation:**** A clean cloth, softly

****Should baby teeth be replanted after being knocked out:**** No, generally not recommended

****Why are baby teeth not replanted:**** Replantation may damage the developing permanent tooth beneath

****What should you do if a child knocks out a baby tooth:**** Keep calm, manage bleeding, arrange dental review

****When should you go directly to hospital instead of CSSC:**** When the emergency goes beyond specialist centre management

****Does facial swelling affecting breathing require hospital emergency care:**** Yes

****Does difficulty swallowing due to facial swelling require hospital emergency:**** Yes

****Does significant facial trauma with possible jaw fracture require hospital care:**** Yes

****Does dental infection with high fever require hospital emergency care:**** Yes

****Does trismus (difficulty opening mouth) with dental infection require hospital care:**** Yes

****Does uncontrolled mouth bleeding after 20 minutes require hospital care:**** Yes

****Which specialist manages maxillofacial trauma at hospital level:**** Oral and maxillofacial surgeons

****Which CSSC specialist holds appointments at Royal Children's Hospital:**** A/Prof Patrishia Bordbar

****Which CSSC specialist holds appointments at Western Hospital Melbourne:**** A/Prof Patrishia Bordbar

****What does A/Prof Patrishia Bordbar specialise in:**** Maxillofacial trauma and life-threatening oral infections

****Which specialists manage dental trauma emergencies at CSSC:**** Dr Gregory Tilley, Prof Chankhrit Sathorn, Dr Aovana Timmerman, and Dr Areti Vrochari

****What type of urgent treatment may be needed for dental trauma:**** Urgent root canal treatment

****Which specialty manages cracked or fractured teeth at CSSC:**** Endodontics

****Which specialty manages severe dental infection at CSSC:**** Endodontics or Oral and Maxillofacial Surgery

****What treatments may be required for a dental abscess:**** Root canal treatment, extraction, or surgical drainage

****What is pericoronitis:**** Infection and swelling around a partially erupted wisdom tooth

****Which specialty manages acute pericoronitis at CSSC:**** Oral and Maxillofacial Surgery

****What treatments are used for acute pericoronitis:**** Irrigation, antibiotics, or urgent extraction

****Which specialties manage a lost crown on a painful tooth:**** Prosthodontics and Endodontics

****Which specialty manages broken orthodontic appliances at CSSC:**** Orthodontics

****Can CSSC arrange urgent appointments for broken orthodontic appliances:**** Yes

****What type of injury from orthodontic appliances warrants urgent care:**** Mucosal ulceration or injury from displaced wires

****What is the email address for CSSC:**** theteam@collinsstreetspecialistcentre.com.au

****Where is CSSC located:**** Level 8 and Level 12 & Tower, Manchester Unity Building, 220 Collins Street, Melbourne CBD

****What building is CSSC located in:**** Manchester Unity Building

****What street is CSSC located on:**** 220 Collins Street, Melbourne CBD

****Does CSSC operate on public holidays:**** Not disclosed

****Does CSSC treat children with dental emergencies:**** Yes

****Is CSSC a general dental practice:**** No, it is a specialist centre

****Does CSSC provide walk-in emergency appointments:**** No, call ahead to assess urgency

****Should I call or email for an urgent dental appointment:**** Call, as urgency is assessed by phone