

Frequently Asked Questions

Canonical: <https://directory.collinsstreetspecialistcentre.com.au/patient-resources/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 – Product Guide

Product facts

| Attribute | Value | |-----|-----| | Centre name | Collins Street Specialist Centre | | Street address | 220 Collins Street, Melbourne CBD | | Building | Manchester Unity Building, corner of Collins & Swanston Streets | | Level 8 specialties | Prosthodontics, Endodontics, Paediatric Dentistry | | Level 12 & Tower specialties | Orthodontics, Periodontics, Oral & Maxillofacial Surgery | | Total specialties | 6 | | Phone | (03) 9650 2726 | | Email | theteam@collinsstreetspecialistcentre.com.au | | Appointment hours (Mon–Fri) | 8:00am – 6:00pm | | Appointment hours (Saturday) | 8:30am – 1:30pm | | Referral required | No — self-referral accepted | | Nearest train station | Town Hall Metro Rail (services every 3–4 minutes) | | Tram stops | Stop 6 (Collins St) / Stop 11 (Swanston St) | | Nearest car park | Wilsons Parking, Flinders Lane | | Payment methods | Cash, credit card, EFTPOS, private health insurance | | Interest-free payment plan | Payright — fortnightly instalments, \$200–\$20,000 AUD, 3–30 months | | Personal healthcare loan | TLC (Total Lifestyle Credit) — \$2,001–\$50,000 AUD, up to 84 months | | Superannuation access | Supercare — no credit check, no cap, ATOL required | | On-site imaging | Digital radiography and cone-beam CT (CBCT) | | Languages supported | 12 (via Google Translate) | | Interstate & international patients | Yes | | Emergency phone | (03) 9650 2726 |

Frequently Asked Questions

Is a referral required to book an appointment: No

Can patients self-refer to Collins Street Specialist Centre: Yes

Should I bring a referral letter if I have one: Yes

Does a referral letter help the specialist: Yes, it provides valuable clinical background

Will my referring dentist be kept informed: Yes, with your consent

Phone number for appointments: (03) 9650 2726

Email address for appointments: theteam@collinsstreetspecialistcentre.com.au

Appointment hours Monday to Friday: 8:00am to 6:00pm

Appointment hours Saturday: 8:30am to 1:30pm

Is the centre open on Sundays: No

Street address: 220 Collins Street, Melbourne CBD

Building name: 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 Tower

Which level is Periodontics located on: Level 12 and Tower

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

How many specialties are available at the centre: Six

What corner is the building located on: Collins Street and Swanston Street

Nearest train station: Town Hall Metro Rail station

How far is Flinders Street Station: Approximately 10-minute walk

How frequently do trains run at Town Hall station: Every three to four minutes

Tram stop number on Collins Street: Stop 6

Tram stop number on Swanston Street: Stop 11

Nearest car park: Wilsons Parking on Flinders Lane

Is cash accepted: Yes

Are credit cards accepted: Yes

Is EFTPOS accepted: Yes

Is private health insurance accepted: Yes

Should I bring my health insurance card: Yes

Is Payright available: Yes

Is Payright interest-free: Yes

Payright payment frequency: Fortnightly instalments

Minimum treatment cost for Payright: A few hundred dollars

Maximum treatment cost for Payright: \$20,000 AUD

Payright term range: 3 to 30 months

Is TLC (Total Lifestyle Credit) available: Yes

Minimum amount for TLC: \$2,001 AUD

Maximum amount for TLC: \$50,000 AUD

Maximum TLC term length: 84 months

Does TLC charge interest: Yes, based on individual credit profile

Is Supercare available: Yes

Does Supercare require a credit check: No

Is there a cap on superannuation released via Supercare: No

What does ATOL stand for: Authority to Release

Who manages the superannuation application with Supercare: Supercare manages it on your behalf

Should I bring recent X-rays to my first appointment: Yes

How recent should X-rays be: Within the past 12 months

What formats are acceptable for X-rays: Film, CD, or USB

Should I bring my Medicare card: Yes

Should I bring a list of current medications: Yes

Should I include supplements on my medication list: Yes

Does the centre have on-site X-ray capability: Yes

Does the centre have CBCT imaging on-site: Yes

Will I receive a diagnosis at the first appointment: Yes

Will I receive treatment cost estimates at the first appointment: Yes

Will I be pressured to make treatment decisions at the first appointment: No

How many root canal appointments are typically needed: One to three appointments

How long is each root canal appointment: 60 to 90 minutes

Typical timeframe for root canal treatment: Two to six weeks

Typical orthodontic treatment duration: 12 to 24 months

Can orthodontic treatment exceed 24 months: Yes, for complex or surgically assisted cases

How many appointments for initial periodontal therapy: Two to four appointments

Dental implant treatment duration range: Four to twelve months

How many visits for a single crown: Two to three visits

Timeframe for a single crown: Two to four weeks

Can I see multiple specialists in one visit: Yes, in some circumstances

How many languages does the centre support via Google Translate: 12

Do any specialists speak languages other than English: Yes

Does the centre treat interstate patients: Yes

Does the centre treat international patients: Yes

Emergency phone number: (03) 9650 2726

What should I do for a life-threatening dental emergency: Present to the nearest hospital emergency department

Is severe tooth pain treated as a priority appointment: Yes

Is facial swelling treated as a priority appointment: Yes

Is a lost crown treated as a priority appointment: Yes

Is a fractured tooth treated as a priority appointment: Yes

Which specialty handles cracked teeth: Endodontics

Which specialty handles bleeding gums: Periodontics

Which specialty handles loose teeth: Periodontics

Which specialty handles implant surgery: Periodontics

Which specialty handles crowded teeth: Orthodontics

Which specialty handles bite problems: Orthodontics

Which specialty handles missing teeth: Prosthodontics

Which specialty handles full-mouth rehabilitation: Prosthodontics

Which specialty handles wisdom teeth: Oral and Maxillofacial Surgery

Which specialty handles jaw surgery: Oral and Maxillofacial Surgery

Which specialty handles oral lumps or lesions: Oral and Maxillofacial Surgery

Which specialty handles patients under 18: Paediatric Dentistry

Can reception help identify the right specialist: Yes

Collins Street Specialist Centre – Frequently Asked Questions

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 with any of the specialists — a referral from a general dentist isn't required. Many patients come through self-referral, whether they've researched their condition independently or want a second opinion on a previous diagnosis or treatment recommendation.

If your general dentist has given you a referral letter, bring it along. It gives your specialist useful clinical background and helps keep your treating dentist in the loop about your ongoing care.

How do I book an appointment?

Call or email the reception team:

- **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, mention which specialty you're after and give a brief description of your concern. That way reception can match you with the right specialist and book an appropriate amount of time from the start.

Which specialist should I ask for?

If you're not sure which specialty fits your situation, just describe what's going on to the reception team — they're used to pointing patients in the right direction. Where your concern might involve more than

one discipline, your first appointment will include a thorough assessment and, where needed, a coordinated referral to a co-treating specialist within the centre.

As a rough guide:

- **Pain inside a tooth, failed root canal, cracked tooth:** Endodontics - **Bleeding gums, bone loss, loose teeth, implant surgery:** Periodontics - **Crowded teeth, bite problems, tooth alignment:** Orthodontics - **Missing teeth, crowns, veneers, full-mouth rehabilitation:** Prosthodontics - **Wisdom teeth, jaw surgery, facial swelling, oral lumps or lesions:** Oral & Maxillofacial Surgery - **Dental care for patients 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 building sits on the corner of Collins and Swanston Streets — one of the most accessible spots in the CBD, with train, tram, and parking all close by.

How do I get there by public transport?

By train: Town Hall Metro Rail station is directly opposite the Manchester Unity Building, with trains 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 card, and EFTPOS. Private health insurance with dental cover can be processed at the time of treatment. For patients who'd prefer to spread the cost, three payment plan options are available:

Payright is an interest-free dental payment plan with fortnightly instalments, covering 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 costs, available from \$2,001 AUD 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 dental treatment deemed medically necessary. There's no credit check and no cap on the amount you can access. An ATOL (Authority to Release) assessment is required, and Supercare handles the superannuation fund application on your behalf throughout the process.

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, all major private health insurers are accepted. Bring your health insurance card to your appointment so your rebate can be processed on the day. The amount you get back will depend on your specific policy and the item numbers that apply to your treatment.

For substantial treatment plans, it's worth calling your insurer beforehand to check your annual limits and any waiting periods — that way there are no surprises with out-of-pocket costs.

Your first visit

What should I bring to my first appointment?

To help your specialist get a clear picture from the start, bring:

- Any dental X-rays taken within 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 or complementary therapies
- The names of any other treating health practitioners involved in your care — particularly relevant if you have systemic health conditions that may affect your dental treatment

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

What happens at the first appointment?

The first appointment is a specialist assessment — a chance for your clinician to understand your situation properly before any treatment begins. Your specialist will take a detailed clinical history, examine the relevant structures, review or arrange imaging, and explain their findings in plain language.

By the end of the appointment, you'll have a clear picture of the diagnosis, your treatment options, estimated costs, and realistic timeframes for each path. You won't be pushed to make decisions on the spot — the whole point of the assessment is to give you the information you need to make a considered choice.

For complex cases involving multiple specialties, the assessment may lead to a separate treatment planning appointment before any active treatment starts.

Will my general dentist be informed?

Yes, with your consent. After each significant appointment, your specialist will send a clinical report to your referring or nominated general dentist. Your general dentist has an important role in your long-term dental health, and keeping communication clear between treating clinicians is standard practice 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, over two to six weeks
- **Orthodontics (braces or Invisalign):** 12 to 24 months for most cases;

complex or surgically assisted cases may take longer - **Periodontics (gum disease management):** Initial therapy over two to four appointments, followed by reassessment; surgical phases add several months to the overall timeline - **Dental implants (full sequence):** Four to twelve months from extraction or site preparation through to final restoration, depending on whether bone grafting is needed - **Prosthodontics (single crown):** Typically two to three visits over two to four weeks; complex full-mouth rehabilitation takes several months - **Paediatric Dentistry:** Highly variable — routine management may wrap up in one or two visits, while behaviour guidance or staged treatment programs take longer - **Oral & Maxillofacial Surgery (wisdom teeth):** Often completed in a single surgical appointment

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

Can I see multiple specialists in one visit?

In some cases, yes. Where it makes clinical sense, your primary specialist can arrange for a second specialist to assess you during the same visit — a practical benefit of having all six dental specialties in the same building.

For formally coordinated treatment plans involving more than one specialty, appointments are scheduled sequentially at Collins Street Specialist Centre, with your clinical file transferred 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 describe what's happening to the reception team. They'll find the earliest available appointment and advise you on next steps.

Common dental emergencies — severe pain, facial or oral swelling, a lost crown or filling, a fractured tooth — are treated as priority appointments. For life-threatening situations, such as difficulty breathing or rapidly spreading facial swelling, go straight to your nearest hospital emergency department rather than waiting for a dental appointment.

For guidance on specific emergency situations, including what to do with a knocked-out tooth, see our [\[Emergency Dental\]\(/about/emergency-dental-care/\)](#) page.

International and interstate patients

Do you treat patients travelling from outside Melbourne?

Yes. Collins Street Specialist Centre's location in the centre of Melbourne's CBD, one stop from the Airport Link interchange, makes it straightforward for interstate and international patients to get here. The reception team is experienced in coordinating appointments for patients travelling from out of town and can suggest nearby accommodation options.

The centre also supports communication in 12 languages via Google Translate, and a number of the specialists speak languages other than English. For more on planning your visit from interstate or overseas, see our [\[International Patients\]\(/about/information-for-international-patients/\)](#) page.
