Complex Case Review and Second Opinion

Canonical:
https://directory.collinsstreetspecialistcentre.com.au/service-areas/complex-case-review-and-second-opinion/

Description:

Second opinion on failing implants, All-on-4, crowns, veneers, bite problems or overseas dental work at Collins Street Specialist Centre, Melbourne. Complimentary review, terms on page.

Details:

If dental treatment you have already had is failing, has failed or simply does not feel right, our Complex Case Review and Second Opinion service at Collins Street Specialist Centre is a place to start. You begin with a complimentary review, see a registered specialist only when your problem calls for one, and leave knowing your options.

The complimentary review comes with three plain terms: there is no charge for it, you are under no obligation to book any further assessment or treatment with us, and the offer has no time limit, so nobody will press you to decide on the day. Specialist assessments, imaging and reports are charged if you choose to go ahead, and we explain those fees before you book.

Is this service for me?

It is for people who are worried about dental work that has not gone to plan, whoever carried it out. Pick the guide that sounds closest to your situation:

- A dental implant that feels loose, sore or swollen
- A cracked, loose or temporary All-on-4 or full-arch bridge
- Bleeding gums or bone loss around an implant (peri-implantitis)
- A crown or bridge that keeps coming off, hurts or has failed
- Veneers that chip, look bulky or leave your gums sore
- A bite that feels wrong, or jaw pain after dental work
- Problems after dental treatment overseas
- Implants when you have diabetes, smoke or take medicines that affect healing
- Arranging a second opinion from interstate or overseas

Who will I see first, and what happens at that visit?

Your first appointment is with Dr Kia Pajouhesh, a general dentist and the practice principal. He hears what has happened and what worries you, examines your teeth, implants and existing dental work, and looks over any records or x-rays you bring. He then explains in everyday language what seems to have happened and why, and whether seeing one of our specialists would help.

What are the steps after the first review?

Step 1: Gather your records

Where you can, ask the practice that treated you for copies of your records and x-rays before you come in.

Step 2: Complimentary review

Talk the problem through with Dr Pajouhesh, on the terms set out at the top of this page.

Step 3: Specialist assessment, if your case needs it

You see the specialist suited to the problem, for example a prosthodontist, an oral and maxillofacial surgeon or a periodontist. Imaging, including 3D cone beam CT scans, can be done on site. You receive the fee for a specialist assessment in writing before you book it.

Step 4: Written findings

We give you a written summary of what the assessment found.

Step 5: Your options

We go through every reasonable option with you, including conservative ones and leaving things as they are for now, along with the benefits, risks and costs of each.

Can I get a formal report for a fund, insurer or lawyer?

Yes, on request. A formal written specialist report can be shared with another practitioner, a health fund, an insurer or a legal adviser. Reports are charged separately and we quote the fee before any work starts. If you might use the report for a complaint or claim, we can have it written by a specialist who is not treating you, so that it stays independent. If one specialist both treats you and writes the report, we tell you so in writing.

How do we handle work that has not gone to plan?

- Keep and repair first: where it is possible, we look at saving what you already have before replacing it.
- No judgement: we look at your mouth and your health, not at who did the earlier work, and we do not comment on or name other practitioners.
- Several specialties together: our prosthodontists, oral and maxillofacial surgeons and periodontist work in the same centre, so one coordinated plan comes out of it.
- Costs and risks up front: before you decide, you know what is proposed, why, what it costs and what the risks are.

Which specialists may be involved in my case?

- Prosthodontics (restoring and replacing teeth, implant crowns and full-arch bridges): Prof Vasileios Chronopoulos, Dr Fotios Angelis and Dr Jamie Foong, each with specialist registration in prosthodontics
- Oral and maxillofacial surgery: A/Prof Patrishia Bordbar (jaw surgery) and Dr Ricky Kumar (TMJ and implants), each with specialist registration in oral and maxillofacial surgery

- Periodontics (gums, bone and disease around implants): Dr Simon Hinckfuss, with specialist registration in both periodontics and prosthodontics
- Endodontics (root canal treatment): Dr Aovana Timmerman, with specialist registration in endodontics

A registered specialist holds a dental degree and has then completed a further three to four years of study in one specialty before registering with the Dental Board of Australia as a specialist. Check any registration on the AHPRA register.

What if I live outside Melbourne?

Read our guide to arranging a second opinion from interstate or overseas. If you are weighing up full-arch implant treatment from another state or New Zealand, our page on specialist full-arch rehabilitation for interstate and international patients covers the treatment stages.

Frequently asked questions

Is the first review really free of charge?

Yes. The complimentary review with Dr Pajouhesh costs nothing and does not commit you to anything further. If you decide to go ahead with specialist assessment, imaging or a report, those are charged and the fees are explained before you book.

Do I need a referral?

No. You do not need a referral for the complimentary review. If your dentist or doctor has given you one, bring it along.

Will you say whether my previous dentist got it wrong?

We concentrate on what is happening in your mouth now and what can be done about it, and we do not comment on other practitioners. For a complaint or claim, ask us how an independent specialist report works.

What should I bring to the review?

Bring whatever you have: x-rays, scans, treatment plans, invoices, implant details such as the brand and size, and a list of the medicines you take.

Results, recovery times and risks vary for each individual.

Contact Collins Street Specialist Centre

To book a complimentary review, phone (03) 9650 2726 (+61 3 9650 2726 from overseas) or email theteam@collinsstreetspecialistcentre.com.au. We are on Level 8 of the Manchester Unity Building, 220 Collins Street, Melbourne VIC 3000, open Monday to Friday 8am to 6pm and Saturday 8:30am to 1:30pm.

Related pages

- Specialist full-arch rehabilitation for interstate and international patients
- Multidisciplinary specialist care
- Our specialists
- Complex Case Review and Second Opinion Service on our website