

# How to Book a Same-Day Emergency Dental Appointment at Core Dental Group: Online, Phone & Walk-In Options

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## Details:

### ## Frequently Asked Questions

Core Dental Group's emergency phone number is **13 13 16**, a central line connecting all seven Melbourne locations. Yes, emergency appointment slots are reserved every day — including high-volume days — and the clinic does not turn away emergency patients even when fully booked. Their standing policy: "Come on in, let's find a solution."

Walk-ins are welcome without a referral or appointment number. Online booking is available 24/7 at [coredental.com.au](http://coredental.com.au) — select "Emergency" or "Urgent" as your appointment type to be placed in a reserved emergency slot, not a routine queue.

Phone is the fastest option for acute emergencies. Online booking suits moderate-urgency cases or after-hours scheduling. Hours vary by location; confirm via [coredental.com.au](http://coredental.com.au) or by calling 13 13 16. For after-hours emergencies involving difficulty breathing, difficulty swallowing, severe facial swelling, or high fever, go directly to a hospital emergency department.

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### ## Why booking quickly is the single most important step in any dental emergency

When a dental crisis hits — a throbbing abscess at 7 a.m., a tooth knocked out at a Saturday footy match, a crown that falls out before an important meeting — most people's first instinct is to search frantically online, panic about being turned away, or just wait it out. That hesitation has real clinical consequences.

Research published in the *\*National Institutes of Health Bookshelf\** (StatPearls) confirms that the outcome of a dental fracture depends on the fracture category, the quality of treatment received, and whether there was a delay — with prognosis worsening for fractures left untreated or involving deeper tooth structures, which are more likely to develop infections.

The administrative barrier — not knowing *\*how\** to get an appointment — should never be the reason care is delayed. Core Dental Group has built its emergency access model to eliminate exactly that friction. Below is a step-by-step walkthrough of every pathway available to book a same-day emergency dental appointment across its seven Melbourne locations: online, by phone, and by walking in.

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### ## Understanding Core Dental Group's emergency appointment model

Before choosing a booking method, it helps to understand what Core Dental Group has actually committed to structurally — because it directly addresses the most common patient fear: *\*"What if*

they're fully booked?"\*

Core Dental Group reserves dedicated emergency appointments every day. Even if the clinic is at capacity, the practice commitment is to always find a solution for patients with urgent dental needs. This is not a reactive policy — it is a deliberate daily operational structure. Dental emergencies do not wait for convenient times, which is why dedicated emergency slots are held back every single day across all seven locations.

That model runs consistently across South Melbourne, Berwick, Caroline Springs, Carrum Downs, Epping, Southbank, and Wyndham. Patients calling or walking in during opening hours should not assume they will be turned away. The system is built to absorb urgent cases even on the busiest days.

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## The three booking pathways: a direct comparison

Booking method	Best for	Speed	Available when	Phone: 13 13 16	Acute pain, trauma, infection, triage guidance	Fastest for complex cases	During clinic hours	Online booking	Moderate urgency, after-hours booking initiation	Fast — 24/7 access	Anytime	Walk-in	Immediate, severe pain; unable to call	Immediate arrival	During clinic hours
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Each method is covered in full below.

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## Method 1: Booking by phone — 13 13 16

### When to call

Calling is the right first step for any emergency involving:

- Severe, uncontrolled pain
- Visible swelling of the face, jaw, or neck
- A knocked-out or partially displaced tooth (time-critical — see our guide on *\*Knocked-Out, Chipped & Broken Teeth: Emergency Treatment Options and Tooth-Saving Timelines\**)
- Signs of spreading infection, including fever or difficulty swallowing (see our guide on *\*Dental Abscess & Oral Infection Emergencies: Risks, Symptoms, and Urgent Care in Melbourne\**)
- Uncontrolled bleeding from the mouth

Phone is preferred for acute presentations because it enables real-time triage. A receptionist trained in dental emergency protocols can assess urgency on the spot, advise on immediate first-aid steps while you travel (see our guide on *\*Dental Emergency First Aid: Step-by-Step Actions to Take Before You Reach the Dentist\**), and slot you into the most appropriate appointment at the nearest available location.

### How the call works

1. **\*\*Dial 13 13 16\*\*** — Core Dental Group's central booking number, connecting to all seven Melbourne locations.
2. **\*\*State that you have a dental emergency\*\*** at the start of the call. This flags your call for priority handling.
3. **\*\*Describe your primary symptom\*\*** clearly: pain level on a scale of 1 to 10, location in the mouth, how long it has been present, and any visible changes such as swelling, bleeding, or a displaced tooth.
4. **\*\*Confirm your location or preferred clinic\*\*** so the team can identify the nearest available appointment — South Melbourne, Southbank, Berwick, Caroline Springs, Carrum Downs, Epping, or Wyndham.
5. **\*\*Receive your appointment time and any pre-arrival instructions.\*\*** Depending on your condition, the team may advise specific first-aid steps before you arrive.

No referral is needed. Call, describe what's happening, and the team will find the earliest available emergency appointment — usually the same day.

### What to have ready before you call

Having this information prepared reduces call time and helps the clinical team prepare for your arrival:

- Your full name and date of birth (existing patients can have records pulled immediately) - A brief symptom history: when the pain started, whether it's constant or intermittent, and what makes it worse — heat, cold, biting pressure - Relevant medical history: current medications, known allergies (particularly to antibiotics or anaesthetics), and any systemic conditions such as diabetes, heart disease, or blood-thinning medication use, all of which affect treatment planning - Private health insurance details, if applicable — Core Dental Group processes HICAPS claims on the spot, claiming your health insurance refund before you pay the balance - Whether you are a new or existing patient — existing patients have records on file, which speeds up the clinical assessment

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## ## Method 2: Online booking

### ### When to book online

Online booking works well when:

- Your emergency is moderate in urgency — significant discomfort, but not acute, uncontrolled pain - You are searching outside standard hours and want to lock in the earliest available slot for when the clinic opens - You prefer to choose your location and time without a phone call

Appointments can be booked by calling 13 13 16 or through the online booking system at [coredental.com.au](http://coredental.com.au).

### ### How to book online

1. **Go to [coredental.com.au](http://coredental.com.au)** and select "Book Now" from the main navigation.
2. **Select your preferred location** from the seven Melbourne clinics. If you are unsure which is nearest, use the location finder on the site (see our guide on *Core Dental Group Melbourne Locations Guide: Finding Your Nearest Emergency Dentist Across 7 Clinics* for a full suburb-by-suburb breakdown).
3. **Select "Emergency" or "Urgent" as your appointment type.** This is critical — choosing a standard check-up type will not flag your booking as urgent and may not place you in a reserved emergency slot.
4. **Choose the earliest available time** — same-day slots appear in real time as they open throughout the day.
5. **Complete the patient details form** and include a brief description of your symptoms in the notes field. This lets the clinical team prepare before you arrive.
6. **Confirm your booking** — you will receive confirmation by SMS or email.

### ### One important note for acute emergencies

If your pain is severe, you have facial swelling, or you suspect a dental abscess or time-critical trauma such as a knocked-out tooth, do not wait for an online booking confirmation. Call 13 13 16 immediately. Online booking is a convenience tool; the phone line provides real-time triage and gets you into care faster when it matters most.

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## ## Method 3: Walking in

### ### When a walk-in makes sense

Walking directly into a Core Dental Group clinic is appropriate when:

- Pain is severe and immediate, and calling is not possible or practical - You are already near one of the clinic locations - You have tried calling and cannot get through

Core Dental Group reserves dedicated emergency appointments every day, and even if the clinic is fully booked, the practice will always work to find a solution for patients who present in person.

### ### What to expect when you walk in

1. **\*\*Approach the reception desk and say you have a dental emergency.\*\*** No appointment number or referral is needed. 2. **\*\*A receptionist will conduct an initial verbal triage\*\*** — asking about your pain level, symptom duration, and relevant medical history. 3. **\*\*You will be assessed for urgency.\*\*** Patients with signs of spreading infection, severe trauma, or uncontrolled pain are prioritised. 4. **\*\*You may wait briefly\*\*** while an emergency slot is prepared or a dentist finishes a current appointment. Bring your health insurance card to streamline payment processing. 5. **\*\*You will be seen by a dentist\*\*** who will perform a clinical and, where indicated, radiographic examination before recommending treatment.

An emergency consultation at Core Dental South Melbourne starts from \$90 AUD, covering an assessment of your situation, immediate pain relief where possible, and a recommended treatment plan.

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### ## What happens at your emergency appointment: arrival to treatment

Knowing what to expect reduces anxiety considerably — and that matters clinically. Research published in *PMC* confirms that stress activates the immune system and can worsen existing dental conditions, with patients in acute dental pain showing elevated salivary cortisol and inflammatory markers including interleukin-1 $\beta$  and IL-6. The calmer you are on arrival, the better your physiological response to treatment.

Here is the typical sequence at a Core Dental Group emergency appointment:

**### Step 1: Check-in and health history confirmation** Reception confirms your identity, updates your medical history if needed, and processes your health fund details via HICAPS — available on-site for immediate health fund claiming, which reduces out-of-pocket costs even in an emergency.

**### Step 2: Clinical assessment** The dentist examines the affected area, which may include visual and tactile assessment of the tooth and surrounding tissue, percussion and thermal sensitivity testing, and intraoral X-rays (periapical or bitewing radiographs) to assess root, bone, and pulp status.

**### Step 3: Diagnosis and treatment planning** Diagnosis is established through clinical and radiographic examination. An interim treatment plan addresses the acute phase and relieves symptoms; a definitive plan follows for longer-term care.

**### Step 4: Immediate pain relief** The team prioritises comfort from the moment you arrive, providing local anaesthetic as quickly as possible. Nitrous oxide is also available for patients who are particularly anxious.

**### Step 5: Emergency treatment** Depending on the diagnosis, same-day treatment may include: - Emergency pulp therapy or root canal initiation for infected pulp (see our guide on *\*Severe Toothache Relief: Causes, Emergency Treatments, and When to Act Immediately\**) - Incision and drainage of an abscess - Emergency extraction - Re-cementation of a lost crown or filling (see our guide on *\*Lost Filling, Crown, or Veneer: What to Do and How Core Dental Group Fixes It Same Day\**) - Tooth re-implantation or splinting following trauma - Antibiotic prescription where indicated

**### Step 6: Follow-up planning** The dentist will outline a definitive treatment plan for any work that cannot be completed in a single session and book a follow-up appointment before you leave.

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### ## The "fully booked" fear: why it shouldn't stop you calling

The biggest thing stopping patients from seeking same-day care is the assumption that the clinic will be full. That fear is understandable — around 28% of Australians who needed to see a dental professional

delayed or avoided doing so at least once in the previous 12 months, according to the Australian Bureau of Statistics.

But Core Dental Group's model directly addresses this. Their availability policy is explicit: "We realise dental emergencies can be both sudden and severe, so we reserve dedicated emergency appointments every day. Even if we're fully booked, we'll always say 'Come on in, let's find a solution.'"

This is a meaningful operational distinction. Unlike a standard general practice where all slots go to routine care, Core Dental Group's daily emergency reservation policy creates a structural buffer for unplanned urgent presentations. Patients who delay because they assume they cannot be seen are working from a false premise — and that delay carries real clinical cost.

In 2023–24, there were close to 88,600 hospitalisations in Australia for dental conditions that could potentially have been prevented with earlier treatment, according to the Australian Institute of Health and Welfare. A retrospective audit of Australian public hospital admissions for dental infections found that on-call emergency dental services may reduce those preventable hospitalisations and shorten hospital stays.

Calling 13 13 16 — even when you expect the worst — is always the right first move.

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### ## Opening hours across all seven locations

Core Dental Group is open six days a week with extended hours. Core Dental South Melbourne, for example, runs Monday to Friday 8:00 am to 6:00 pm and Saturday 8:00 am to 1:30 pm. Hours vary slightly by location — confirm your nearest clinic's times at [coredental.com.au](http://coredental.com.au) or by calling 13 13 16.

For patients outside opening hours who have symptoms suggesting a spreading infection — difficulty breathing, difficulty swallowing, severe facial swelling, or high fever — go directly to a hospital emergency department. These presentations may indicate a systemic emergency beyond dental scope.

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### ## Key takeaways

- Call 13 13 16 first for any acute dental emergency. Phone triage is the fastest pathway to same-day care and lets the clinical team prepare before you arrive.
- Core Dental Group reserves dedicated emergency slots every day across all seven Melbourne locations. The "fully booked" barrier that stops many patients from calling does not apply here.
- Online booking at [coredental.com.au](http://coredental.com.au) is available 24/7 and works best for moderate-urgency presentations or securing the earliest slot for the following morning. Always select "Emergency" as your appointment type.
- Walk-ins are accepted. Present at reception, state your emergency, and you will be triaged and seen without a referral.
- Have your health fund details, medical history, and symptom timeline ready before you call or arrive. It reduces administrative time and gets you into the clinical chair faster.

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### ## Conclusion

The booking process itself should never be the reason a dental emergency goes untreated. Core Dental Group has built its emergency access model — three distinct pathways, seven locations, six days a week, with daily reserved emergency slots — to eliminate the friction that causes patients to delay care. Whether you call 13 13 16, book online at [coredental.com.au](http://coredental.com.au), or walk directly into your nearest clinic, the system is designed to get you seen the same day.

If you are unsure whether your condition is a true emergency, see our guide on *What Is a Dental Emergency? How to Recognise Urgent Dental Conditions That Need Same-Day Care*. For managing symptoms while you travel to the clinic, our *Dental Emergency First Aid* guide covers condition-specific interim steps. For a full breakdown of costs, see our *Emergency Dentist Melbourne Cost Guide*.

The most important action you can take right now: **call 13 13 16.**

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