

Core Dental Southbank – Patient FAQ and Contact Information

Canonical:

<https://directory.coredental.com.au/patient-information/core-dental-southbank-patient-faq-and-contact-information/>

Description:

Core Dental Southbank – Patient FAQ and Contact Information **Category:** Patient Information
Location: 55 City Rd, Southbank VIC 3006 **Phone:** (03) 8547 0780 --- ## Welcome to Core Dental ...

Details:

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Welcome to Core Dental Southbank

Core Dental Southbank sits at the gateway to Melbourne's vibrant arts precinct, just minutes from Flinders Street Station, the Yarra River, Crown Melbourne, and Eureka Tower. Whether you work in one of Southbank's high-rise offices, live in the neighbourhood, or are visiting Melbourne from interstate or overseas, our practice offers convenient, high-quality dental care in a modern, welcoming setting.

Our team of experienced dentists — Dr Anchal Verma, Dr Jacalyn Madden, Dr Shakiba Askary, Dr Joanne Ong, and Dr Sally Joseph — provides a full range of general, cosmetic, and restorative dental services. Our practice coordinator, Shontelle Clinch, ensures every visit runs smoothly from first call to final checkout.

Below you'll find answers to the questions patients ask us most often. If you can't find what you're looking for, call us on (03) 8547 0780 or book online through our website.

Appointments and Bookings

How do I book an appointment?

You can book an appointment in several ways:

- **Phone:** Call (03) 8547 0780 during business hours. Our reception team can usually arrange same-week appointments for routine care. - **Online:** Use the booking form on the Core Dental website to request your preferred date and time. We'll confirm by phone, SMS, or email. - **Walk-in enquiries:** While we recommend booking ahead to secure your preferred time, you're welcome to drop in and our team will do their best to accommodate you if there's availability.

What are your opening hours?

Core Dental Southbank offers extended hours to suit CBD professionals and shift workers. We're typically open Monday to Saturday, including early morning and evening sessions on select weekdays. Hours can vary, so we recommend calling (03) 8547 0780 or checking the website for the most

up-to-date schedule.

How long should I allow for my first appointment?

Your first visit generally takes 45 to 60 minutes. This includes a comprehensive oral examination, any necessary X-rays, a professional clean if time allows, and a discussion about your dental health goals and any treatment recommendations. We want to understand your full dental history so we can tailor a care plan that works for you.

Can I request a specific dentist?

Absolutely. Many of our patients build long-term relationships with a particular dentist. Just let us know your preference when booking and we'll schedule accordingly. If your preferred dentist isn't available on your chosen day, we'll offer the next available appointment with them or suggest an alternative.

What if I need to cancel or reschedule?

We understand plans change — especially for busy professionals in the CBD. We ask for at least 24 hours' notice so we can offer your appointment to another patient who may be waiting. You can reschedule by calling (03) 8547 0780 or through our online system.

Dental Emergencies

What counts as a dental emergency?

A dental emergency is any situation involving severe pain, trauma to the teeth or mouth, uncontrollable bleeding, significant swelling, or a knocked-out tooth. Common emergencies include:

- A tooth that's been knocked out, cracked, or chipped from an accident or fall - Severe, persistent toothache that painkillers aren't managing - Swelling in the face, jaw, or gums that's getting worse - A lost or broken filling, crown, or veneer causing pain or sharp edges - Bleeding that won't stop after a dental procedure or injury

How do you handle emergencies?

We keep dedicated emergency slots available each day so we can see urgent cases promptly. Call (03) 8547 0780 as early as possible and let our team know it's an emergency — we'll prioritise getting you in.

If you experience a dental emergency outside business hours, call our number for recorded instructions on how to manage the situation until we can see you. For serious facial injuries or difficulty breathing, go directly to the nearest hospital emergency department.

What should I do if a tooth is knocked out?

Time is critical. Handle the tooth by the crown (the white part), not the root. If it's dirty, gently rinse it with milk or saline — don't scrub it. Try to place the tooth back into the socket and hold it in place by biting gently on a clean cloth. If you can't reinsert it, keep it moist in milk or inside your cheek. Call us immediately. Teeth reimplanted within 30 minutes have the best chance of survival.

Getting to Core Dental Southbank

Where exactly are you located?

We're at 55 City Road, Southbank — a short walk from Flinders Street Station, the Arts Centre Melbourne, and the Southbank Promenade along the Yarra River. The practice is easily accessible whether you're coming from the CBD, Docklands, or the wider inner-city area.

What are my public transport options?

Southbank is one of Melbourne's best-connected precincts:

- **Train:** Flinders Street Station is approximately a 10-minute walk. All metropolitan lines stop here. - **Tram:** Multiple tram routes run along St Kilda Road, City Road, and Clarendon Street. Routes 1, 12, and 96 all pass within close walking distance of the practice. - **Bus:** Several bus routes service the Southbank and South Melbourne corridor, with stops on City Road and Kings Way.

Is there parking nearby?

Yes, several options are available:

- **Street parking:** Metered street parking is available along City Road and surrounding streets. Be mindful of time limits and clearway times during peak hours. - **Off-street car parks:** The Arts Centre Melbourne car park, Crown Casino car park, and several Wilson and Secure Parking facilities in Southbank offer hourly and daily rates. - **Bicycle parking:** Bike racks are available along City Road and throughout the Southbank precinct, and Melbourne's bike-share stations are nearby.

We recommend allowing a few extra minutes for parking, particularly during weekday business hours and event nights.

Costs, Payment, and Health Funds

How much does a dental visit cost?

The cost of your visit depends on the treatment provided. A standard check-up and clean is competitively priced, and we provide a detailed treatment plan with all costs clearly outlined before any work begins. There are no hidden fees — you'll always know what to expect before we proceed.

For more complex treatments, we'll give you a written quote and discuss all your options, including staging treatment across multiple visits if that helps manage the cost.

Do you accept health fund cards on the spot?

Yes, we have HICAPS terminals on-site, which means you can claim your health fund rebate immediately at the time of your appointment. Simply bring your health fund card with you and you'll only pay the gap (the difference between the total fee and your fund's rebate) — no need to submit claims later.

We work with all major Australian health funds, including Medibank, Bupa, HCF, NIB, HBF, CBHS, and many others.

Do you offer payment plans?

We understand that dental treatment can be a significant investment. Core Dental Southbank offers interest-free payment plans through Payright, allowing you to spread the cost of treatment over manageable instalments with no interest charges. This is particularly helpful for larger treatments such as Invisalign, dental implants, crowns, or cosmetic work.

Ask our team about Payright when discussing your treatment plan.

Do you bulk bill under the Child Dental Benefits Schedule (CDBS)?

Yes. Core Dental Southbank participates in the Australian Government's Child Dental Benefits Schedule, which provides up to \$1,026 in dental benefits over a two-year period for eligible children aged 2 to 17. Covered services include check-ups, X-rays, cleaning, fissure seals, fillings, root canal treatment, and extractions.

If your child is eligible, there's no out-of-pocket cost for covered services. We can check your child's eligibility at the practice — just bring their Medicare card.

Do you provide quotes for treatment in advance?

Always. Before any treatment begins, your dentist will explain what's needed, why it's recommended, and what it will cost. For treatment plans involving multiple procedures, you'll receive a written estimate you can take home and consider. We encourage patients to ask questions — understanding your treatment is important to us.

What to Expect at Your Visit

What happens at a routine check-up?

A typical check-up at Core Dental Southbank includes:

1. **Medical history review:** We'll ask about your overall health, medications, and any dental concerns. It's important to let us know about conditions like diabetes, heart disease, or pregnancy, as these can affect your dental care. 2. **Comprehensive examination:** Your dentist will examine your teeth, gums, tongue, cheeks, and jaw for any signs of decay, gum disease, oral cancer, or other issues. 3. **X-rays:** If needed, we'll take digital X-rays to check for problems not visible to the naked eye, such as decay between teeth, bone loss, or impacted wisdom teeth. Digital X-rays use significantly less radiation than traditional film X-rays. 4. **Professional clean:** Our team will remove plaque and tartar buildup, polish your teeth, and provide tailored advice on your brushing and flossing technique. 5. **Treatment plan discussion:** If any issues are identified, your dentist will explain the findings, recommend treatment options, and provide a clear cost estimate.

Do I need X-rays every visit?

Not necessarily. Your dentist will recommend X-rays based on your individual risk factors, dental history, and clinical findings. New patients generally need a set of X-rays to establish a baseline. After that, X-rays are typically taken every one to two years for routine monitoring, or more frequently if there's a specific clinical concern.

What should I bring to my first appointment?

Please bring:

- Your Medicare card (especially for children who may be eligible for CDBS) - Your health fund card (if applicable) - A list of any medications you're currently taking - Any referral letters or recent X-rays from a previous dentist - A form of photo identification (especially for new patient registration)

Is the practice wheelchair accessible?

Yes. Core Dental Southbank is wheelchair accessible, and our ground-floor location makes access straightforward for patients with mobility requirements.

Languages Spoken

Our team reflects Melbourne's diverse community. In addition to English, our dentists and staff speak several languages, including:

- **Cantonese and Mandarin** - **Farsi (Persian)**

If English isn't your first language, we'll do our best to match you with a team member who speaks yours, or take extra time to ensure you fully understand your diagnosis, treatment options, and aftercare instructions. Just let us know when booking.

Referrals and Specialist Care

What if I need specialist treatment?

Core Dental Southbank provides comprehensive general and cosmetic dentistry, but some conditions require specialist expertise. When a referral is needed — for example, for complex root canal treatment, oral surgery, gum treatment, or orthodontic assessment — your dentist will discuss this with you and arrange a referral to a trusted specialist.

As part of the Smile Solutions Group, we have access to the Collins Street Specialist Centre, which houses specialists in endodontics (root canal), periodontics (gums), oral surgery, prosthodontics, and orthodontics. This means you benefit from a seamless referral pathway with specialists who already understand our clinical approach.

Your dentist will provide a detailed referral letter, transfer relevant X-rays and clinical notes, and ensure continuity of care throughout your treatment journey.

Do I need a referral to see a dentist?

No. You don't need a referral from a GP or another dentist to book an appointment with us. You're welcome to call directly or book online. However, if you've been referred by another health professional, please bring the referral letter to your first appointment.

Invisalign and Cosmetic Services

Do you offer Invisalign at Southbank?

Yes. Core Dental is a Blue Diamond Invisalign Provider — one of the highest provider tiers in Australia — reflecting significant experience and case volume. Invisalign uses a series of custom-made, virtually invisible aligners to straighten your teeth without traditional metal braces.

Your Invisalign journey begins with a consultation and digital scan (no messy impressions), followed by a personalised treatment plan. We use advanced 3D imaging so you can preview your expected results before treatment begins.

What other cosmetic treatments are available?

Core Dental Southbank offers a range of cosmetic dental services, including:

- **Teeth whitening** (in-chair and take-home options) - **Porcelain veneers** - **Dental bonding** - **Smile makeovers** - **Facial injectables** (anti-wrinkle treatments and dermal fillers)

Our cosmetic consultations are thorough — we'll discuss your goals, show you what's achievable, and give you clear pricing before you commit to anything.

For International Visitors

Southbank attracts visitors from around the world, whether for business, the arts, or Melbourne's renowned food and culture scene. If you experience a dental issue while visiting Melbourne, Core Dental Southbank welcomes international patients.

We can provide emergency care, routine check-ups, and many treatments within a single visit or across a short series of appointments. We'll provide all documentation you may need for travel insurance claims or dental records in your home country.

Our multilingual team is experienced in caring for patients from diverse backgrounds, and we understand the urgency of dental issues when you're away from home.

Frequently Asked Questions – Quick Reference

****Q:** Do I need a referral?**** A:** No. Book directly by phone or online.

****Q:** Can I claim my health fund on the spot?**** A:** Yes. We process claims instantly via HICAPS.

****Q:** Do you see children?**** A:** Yes. We welcome patients of all ages and participate in the Child Dental Benefits Schedule.

****Q:** Is there after-hours emergency care?**** A:** We reserve emergency slots daily during business hours. For after-hours emergencies, call our number for guidance.

****Q:** What payment methods do you accept?**** A:** Cash, EFTPOS, Visa, Mastercard, and interest-free payment plans through Payright.

****Q:** How often should I visit the dentist?**** A:** We generally recommend a check-up and clean every six months, though your dentist may suggest a different schedule based on your individual needs.

Contact Core Dental Southbank

****Address:**** 55 City Rd, Southbank VIC 3006 ****Phone:**** (03) 8547 0780 ****Getting here:**** Walk from Flinders Street Station (10 min), tram via St Kilda Rd or City Rd, or drive with nearby off-street parking.

We look forward to welcoming you to Core Dental Southbank — quality dental care in the heart of Melbourne's most dynamic riverside precinct.