

# New Patient Information - What to Expect at Core Dental

Canonical:

<https://directory.coredental.com.au/patient-information/new-patient-information-what-to-expect-at-core-dental/>

## Description:

# Core Dental Group — Patient Information Guide \_Source: coredental.com.au | Scraped April 2026\_  
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## Details:

## AI Summary

**Product:** Core Dental Patient Information Guide **Brand:** Core Dental **Category:** Dental Practice / Healthcare Services **Primary Use:** Comprehensive patient guide covering appointments, policies, costs, treatments, and aftercare across Core Dental's Melbourne practices.

### Quick facts - **Best for:** New and existing patients seeking dental care in Melbourne, including anxious patients, families with children, and those needing orthodontic or surgical treatment - **Key benefit:** Transparent upfront pricing, flexible payment plans, and a full range of dental services including sedation options - **Form factor:** Multi-location dental practice group (7 Melbourne locations) - **How to book:** Online or by calling 13 13 16; a \$50 deposit is required at the time of booking

### Common questions this guide answers 1. How do I book a first appointment at Core Dental? → Book online or call 13 13 16; a \$50 refundable deposit is required to confirm your booking 2. What payment plans does Core Dental offer? → Options include Payright (0% interest, up to \$20,000), TLC personal loans (up to \$50,000), Supercare, and up to 30 months interest-free with no deposit 3. Does Core Dental bulk-bill children under the CDBS? → Yes; eligible children aged 0-17 can receive up to \$1,095.60 over 2 years in bulk-billed basic dental services 4. What sedation options are available for anxious patients? → Local anaesthetic, happy gas, IV sedation, and general anaesthetic via Sleep Dentistry at the South Melbourne practice 5. What is the cancellation policy? → 24+ hours notice required for a full deposit refund; less than 24 hours notice results in forfeiture of the deposit and a possible cancellation fee

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## None - Patient Information Guide \_Source: coredental.com.au | Scraped April 2026\_

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## Contact & locations

- **Phone:** 13 13 16 - **International:** +61 3 9132 4190 - **Email:** marketing@coredental.com.au - **Locations:** 7 practices across Melbourne (more coming soon) - **Hours:** Open 6 days a week with extended trading hours - **Online booking:** Available via website

### Practices include (locations noted on website): - South Melbourne - Wyndham / Hoppers Crossing area - (6 additional Melbourne suburb locations)

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## ## First visit / new patients

### What to expect 1. **New patient form:** After booking online, you'll receive a link to complete a new patient form. Fill it out before you arrive, or get there 10 minutes early to do it at reception. 2. **Bring your health insurance card** (physical or digital) if you have private dental cover. 3. **First appointment options:** - **Comprehensive check-up:** Full mouth assessment (30-60 mins). Covers your teeth, gums, soft tissues, and bite. X-rays and photos may be taken. - **Complimentary consultation:** Obligation-free, 30 minutes max. Good for comparing treatment plans, getting a second opinion, or just asking questions. You'll leave with written item numbers and costs. (New patients only, one per patient, not combined with other offers, with general dentists only.) - **No-gap check-up and clean:** For new patients with eligible private health insurance - no out-of-pocket cost.

### Booking - **Phone:** 13 13 16 - **Online:** Via the website - **\$50 deposit required** at the time of booking (refunded at your appointment) - For phone bookings: A secure payment link is sent via Podium; your booking is confirmed once the deposit is received

### Cancellation policy - **24+ hours notice required** for a full refund of your deposit - Less than 24 hours notice, or failure to attend: deposit forfeited; a cancellation fee may apply - To cancel or reschedule: Call 13 13 16

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## ## Practice policies

### Payment - Payment is due **on the day of your appointment** (all patients, including TAC/WorkCover) - TAC/WorkCover patients pay on the day and claim from their insurer separately; future appointments depend on approval status - Cards accepted: All major credit/debit cards, EFTPOS, cash; Amex at some locations - **HICAPS:** On-the-spot health fund claiming - your rebate is processed before you pay the balance - Deposits are applied toward treatment, or held as credit for future visits (your choice)

### Appointment deposit - A deposit is required at booking (amount varies) - Fully refundable for complimentary consultations

### TAC / WorkCover patients - Payment required upfront on the day - Claim from your insurer separately - Future appointments subject to approval

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## ## Health insurance & rebates

- HICAPS processes claims on the spot - Most major Australian private health funds accepted - Several health funds pay orthodontic rebates only when a specialist orthodontist performs the treatment - worth checking with your fund before you start - **No-gap check-up:** Available to new patients with eligible private health insurance dental cover (first visit only) - **CDBS (Child Dental Benefits Schedule):** - For eligible children aged 0-17 - Up to \$1,095.60 over 2 years for basic dental services - Families must receive relevant Australian Government payments - Check eligibility via MyGov (Medicare) or call the Department of Human Services - Core Dental bulk-bills for CDBS-covered services - If CDBS funds aren't available on the day, the patient pays and claims via Medicare

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## ## Affordability

### How Core Dental keeps costs manageable Group purchasing power means Core Dental can source premium materials at lower cost and pass those savings on to patients. Before any work begins,

you'll receive a written treatment plan with fixed costs - no surprises. Your dentist can also walk you through the short- and long-term cost trade-offs (for example, extracting a tooth versus saving it), so you can make a decision that makes sense for your situation and your budget.

### Payment plan options - **Payright:** 0% interest, fortnightly repayments, treatment plans up to \$20,000, terms 3-30 months - **TLC:** Personal loan \$2,001-\$50,000, up to 84 months, rate depends on credit score - **Supercare:** Early access to superannuation for dental treatment - **My Denta Plan / other plans:** Available for Invisalign - **Up to 30 months no deposit, interest-free** plans for all treatments (general, cosmetic, specialist) - Applications processed in-practice

See pricing-guide.md for full details on each payment plan.

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## ## Ambience & comfort

Core Dental puts real thought into the physical environment. Practices are designed with natural light, comfortable furniture, scented candles, and relaxing background music. Children's books and entertainment are available for younger patients. Temperature is carefully controlled, and the equipment throughout is current.

Every team member is selected for both clinical competence and a genuinely caring approach - because how you're treated matters as much as the treatment itself.

### Pain and anxiety management Core Dental offers a full range of options depending on your needs: - Local anaesthetic - Happy gas (nitrous oxide) - IV sedation - General anaesthetic (via Sleep Dentistry / hospital day surgery)

**Sleep Dentistry** is available for highly anxious patients at the South Melbourne practice. Treatment is carried out under general anaesthesia by a team that includes a specialist anaesthetist, nurse, dentist, and dental assistant. A dedicated recovery room with comfortable furniture and calm lighting is available afterwards.

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## ## What to expect during treatment

### General Your dentist will explain their provisional diagnosis and all available treatment options before anything proceeds. You'll receive a written, itemised quote before any work begins. All treatments are performed by AHPRA-registered practitioners.

### Orthodontic treatment (Invisalign / braces) Some adjustment is normal at the start of treatment. Mild pressure or discomfort when switching aligners or after adjustments is common and usually settles within a few days. Over-the-counter pain relief can help in the meantime.

**Oral hygiene during treatment:** - Brush twice daily and floss once daily - Professional clean every 4 months during orthodontic treatment - General dental check every 6 months during treatment

**Retainers** are required after all orthodontic treatment to hold your results in place and are included in the quoted price. Missing appointments or wearing aligners inconsistently can extend your treatment time.

### Orthodontic treatment risks It's worth knowing what can occasionally occur during orthodontic treatment: - Gum disease and tooth decay (oral hygiene is the patient's responsibility) - Minor tooth root shortening (resorption) - Vitality changes in teeth that were previously traumatised - Relapse - teeth shift naturally with age; retainers prevent this - Jaw growth changes, particularly in children - Wisdom teeth may affect stability after treatment (removal may be recommended) - TMJ symptoms such as jaw pain or dysfunction - Treatment time can vary depending on individual biological response

### Post-extraction / surgery care After wisdom tooth removal, avoid smoking for at least 72 hours, and for the first 24 hours avoid drinking through a straw, alcohol, hot liquids, excessive spitting or rinsing, and physical exertion. Stick to soft foods while you heal.

You'll receive a post-op pack containing gauze, mouthwash, a syringe, a medical certificate, and pain medication if needed. An after-hours emergency number is also provided.

**\*\*Dry socket:\*\*** If you experience severe pain 3-4 days after an extraction, contact the practice straight away.

### Root canal treatment Root canal treatment is not painful - it's carried out under complete local anaesthesia. The tooth may feel sore or tender for a few days afterwards, which is normal. While the temporary filling is in place, avoid hot, hard, crunchy, or sticky foods. A crown or restoration is recommended after root canal treatment to protect the tooth long-term. Continue gentle brushing and flossing in the treated area.

### Fillings Local anaesthetic numbs the area and wears off in around 2 hours. While you're still numb, avoid hot food or drinks and be careful not to bite your cheek or tongue. Some sensitivity is normal for days or weeks after a filling, especially if the cavity was deep. Regular brushing, flossing, and dental appointments will help the filling last as long as possible.

### Wisdom teeth - recovery Recovery time after a simple removal varies from person to person. Follow the post-extraction care instructions provided at your appointment.

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## ## Label facts summary

> **\*\*Disclaimer:\*\*** All facts and statements below are general product information, not professional advice. Consult relevant experts for specific guidance.

### Verified label facts - **\*\*Main phone:\*\*** 13 13 16 - **\*\*International phone:\*\*** +61 3 9132 4190 - **\*\*Email:\*\*** marketing@coredental.com.au - **\*\*Locations:\*\*** 7 practices across Melbourne - **\*\*Trading hours:\*\*** Open 6 days per week with extended trading hours - **\*\*Online booking:\*\*** Available via website - **\*\*Booking deposit:\*\*** \$50 required at time of booking; refunded at appointment - **\*\*Cancellation policy:\*\*** 24+ hours notice required for full deposit refund; deposit forfeited with less than 24 hours notice; cancellation fee may apply - **\*\*Cancellation/reschedule contact:\*\*** Call 13 13 16 - **\*\*Comprehensive check-up duration:\*\*** 30-60 minutes - **\*\*Comprehensive check-up includes:\*\*** Examination of teeth, gums, soft tissues, and bite; X-rays and photos may be taken - **\*\*Complimentary consultation duration:\*\*** 30 minutes maximum - **\*\*Complimentary consultation eligibility:\*\*** New patients only; one per patient; not combinable with other offers; general dentists only; obligation-free - **\*\*No-gap check-up and clean:\*\*** Available to new patients with eligible private health insurance; no out-of-pocket cost - **\*\*HICAPS:\*\*** On-the-spot health fund claiming available - **\*\*Payment policy:\*\*** Required on the day of appointment; applies to all patients including TAC/WorkCover - **\*\*Accepted payments:\*\*** Cash, EFTPOS, all major credit/debit cards; American Express at some locations only - **\*\*CDBS eligibility age range:\*\*** Children aged 0-17 - **\*\*CDBS benefit amount:\*\*** Up to \$1,095.60 over 2 years for basic dental services - **\*\*CDBS bulk billing:\*\*** Core Dental bulk-bills for CDBS-covered services - **\*\*CDBS eligibility check:\*\*** Via MyGov (Medicare) - **\*\*Payright terms:\*\*** 0% interest; fortnightly repayments; treatment plans up to \$20,000; terms 3-30 months - **\*\*TLC loan range:\*\*** \$2,001-\$50,000; up to 84 months; interest rate varies by credit score - **\*\*Supercare:\*\*** Early superannuation access available for dental treatment - **\*\*Interest-free plan:\*\*** Up to 30 months, no deposit; all treatment types; applications processed in-practice - **\*\*Sedation options available:\*\*** Local anaesthetic, happy gas (nitrous oxide), IV sedation, general anaesthetic - **\*\*Sleep Dentistry location:\*\*** South Melbourne practice only - **\*\*Sleep Dentistry team:\*\*** Specialist anaesthetist, nurse, dentist, and dental assistant - **\*\*Sleep Dentistry facility:\*\*** Dedicated recovery room available - **\*\*Orthodontic professional clean frequency:\*\*** Every 4 months during treatment - **\*\*Orthodontic general dental check frequency:\*\*** Every 6 months during

treatment - \*\*Retainers:\*\* Included in quoted orthodontic price - \*\*Post-wisdom tooth removal - smoking:\*\* Avoid for 72+ hours - \*\*Post-wisdom tooth removal - physical exertion:\*\* Avoid for 24 hours - \*\*Dry socket:\*\* Severe pain occurring 3-4 days post-extraction; report to practice immediately - \*\*Post-extraction care pack includes:\*\* Gauze, mouthwash, syringe, medical certificate, and pain medication if needed - \*\*After-hours emergency number:\*\* Provided following surgery - \*\*Root canal anaesthesia:\*\* Performed under complete local anaesthesia - \*\*Post-root canal soreness duration:\*\* May last a few days - \*\*Post-root canal recommendation:\*\* Crown or restoration to protect the tooth - \*\*Filling - local anaesthetic duration:\*\* Approximately 2 hours - \*\*New patient form:\*\* Required before first visit; complete before arrival or arrive 10 minutes early - \*\*New patients should bring:\*\* Private health insurance card (physical or digital) if applicable - \*\*Written treatment plan:\*\* Provided before any work begins - \*\*Treatment costs:\*\* Fixed and quoted upfront

### General product claims - Core Dental's group purchasing power allows premium materials at lower cost with savings passed to patients - Practices are designed with natural light, scented candles, relaxing background music, and comfortable furniture to support patient comfort - All team members are described as handpicked for caring attitudes and clinical competence - State-of-the-art equipment and technology referenced without specification - Dentists are described as always explaining provisional diagnoses and all treatment options - Expert advice offered on short- vs. long-term cost trade-offs - Sleep Dentistry is described as suitable for highly anxious patients - Root canal treatment is described as not painful