Frequently Asked Questions

Why do I need to get my teeth cleaned regularly?

If your teeth are not cleaned thoroughly or frequently enough, thick, sticky bacteria known as plaque will build up. Studies have shown that excessive bacteria from plaque on the teeth can cause a range of problems, from periodontal disease to diabetes, heart disease and even premature birth. A healthy mouth is therefore essential to a healthy body!

My dentist always did my cleans, why do I need to see a hygienist?

A hygienist is so much more than a 'cleaner'. The dental hygienist is a trained professional responsible for examining your teeth for signs of disease and educating you on the best ways to keep your mouth and teeth healthy. While it is the dentist's job to restore the strength, appearance and function of your teeth, the hygienist makes sure that you are keeping your mouth free of infection or disease.

Why do I need regular checkups?

We encourage regular checkups to make sure that we can diagnose and address problems as soon as they crop up, so there is less chance of you experiencing pain from untreated dental problems. This is also more cost-effective in the long run.

How can I get my teeth whiter?

Teeth get darker with age and can become stained by certain foods. For whiter teeth, you must first remove plaque, calculus and surface stains with a professional clean. If you desire a more striking white smile, we offer in-chair professional tooth whitening treatment. This will make your teeth whiter in just hours!

Do my wisdom teeth need to come out?

Wisdom teeth need to be removed if they are painful- usually when there is not enough room for them in the mouth, or if they are difficult to clean and prone to decay. A clinical exam and x-ray are used to help decide.

Why do my gums bleed?

Gums bleed when they are sensitive due to the presence of infection and bacteria. This most commonly as a result of poor oral hygiene. We recommend seeing a hygienist to discuss how to prevent bleeding.

How should I look after a tooth ache?

It must be seen by a dentist as soon as possible as the pain will increase over time. The first thing to do is make an appointment with one of our gentle dentists – call 4772 4944 to book in, or contact our on call dentists outside opening hours.

For temporary relief, rinse your mouth with warm salty water and use floss to remove any lodged food or debris around the painful tooth. DO NOT use a sharp instrument like a toothpick as this may cause further damage.

How should I treat a broken or knocked-out tooth?

The first thing to remember is to remain calm and act quickly.

Find and collect the tooth, ensuring that the root remains clean and untouched. Handle the tooth by the smooth white part that is normally visible in the mouth.

If the root is dirty, the tooth should be rinsed in milk or water for just a few seconds, or even gently sucked clean by the patient. DO NOT remove any tissue or gum fragments from the tooth.

1. Immediately replant the tooth in its socket, making sure that it is facing the right way. Hold it in place. The patient can bite gently on gauze or soft cloth to stabilise the tooth.
2. If the tooth cannot be replanted, keep it moist by placing it in a cup of milk, sealing it in plastic wrap, or keeping it in the patient's cheek
3. Seek immediate dental treatment – call 4772 4944 to make an emergency appointment with one of our dentists. We always have a dentist on call outside usual opening hours for our existing patients.

Do we bulk bill?

We only offer bulk billing for children eligible through the CDBS Medicare scheme. We do not bulk bill for adults.

Are we a preferred provider?

We do not prefer any single health fund, rather we accept all health funds so as to offer the same price for treatment to each patient.

Do we do payment plans for treatment?

Sometimes we offer patients a payment plan option to pay off their treatment in advance. This depends on the treatment and the dentist, so please chat to us personally if you would like to set up such an arrangement.