

SMILE CRAFT Dental

'WHERE HEALTHY AND BEAUTIFUL SMILES BEGIN...'



WHAT CAN YOU EXPECT FROM US?



Our goal is to have a more holistic approach towards your oral health to achieve a smile which is both healthy, beautiful and long lasting at the same time and help you to maintain it actively once you achieve it.

Saurabh Lama and Pooja Lama
Director and Dentist

Smile Craft Dental

OUR MISSION STATEMENT

- Spending time listening to those we are privileged to serve.
- Treat everybody with compassion and the respect they deserve.
- Earn the trust, respect and loyalty of our patients.
- Our team approach supports a happy and harmonious environment.
- Encourage feedback from our patients and strive to improve in all aspects.
- Continually focus on personal and professional improvement.
- Tailored treatment solutions to suit every individual's need.
- To create strong, healthy teeth and beautiful smiles!



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WHY CHOOSE US?

- Highly skilled and experienced dentists
- Tailored treatment plans for your needs with thorough explanation
- Gentle care for your whole family
- Wide range of services
- Convenient locations and extended working times
- Friendly , approachable and competent staff
- State of the art technology
- Convenient payment options and payment plans
- Emergency appointments and online booking available for the care you need
- Relaxed and friendly environment where you feel welcome and comfortable

OUR ACCREDITATION

- QIP Accredited practices
- Full member of Australian Dental Association
- Recognised provider for Medibank, NIB, HCF, CBHS ,Westfund & smile.com.au
- Provider for Department of Veteran Affairs
- Provider for NSW Health vouchers
- Provider for Medicare CDBS scheme for children





SERVICES WE PROVIDE

- Comprehensive checkup to assess your overall oral health
- Oral cancer screening
- Wide range of general dental services like fillings, extractions, root canal treatment
- Children's services
- Full mouth rehabilitation
- Active maintenance
- Gingival problems
- Dietary advice
- Cosmetic treatments
- Smile improvement
- Teeth whitening
- Invisalign
- Crown and Bridge work
- Implants
- Crowns
- Onlays & Inlays
- Porcelain Veneers
- Bonded Veneers
- Bonding
- Dentures
- Splints
- Mandibular advancement splints for sleep apnoea patients
- Sedation
- Mouth guards



OUR OBLIGATIONS TO YOU AS A HEALTH PROVIDER

It is our pleasure and duty as a qualified dentist, member of Australian Dental Association and caring local business to ensure your oral health and wellbeing. Which means;

- Listening to you and giving you all the options to suit your needs.
- Giving information to you to help making informed decisions.
- Explaining about procedures and appointments undertaken by the dentist
- Provide you information about fee structures especially for extensive dental treatment
- Working in a safe and ethical manner
- To correctly inform our patients as to our qualifications, training, experience, skills and competence.

REGULAR COMMUNICATION

- Comply with all relevant laws and regulations.
- When you book an initial appointment, you will receive a welcome booklet from us, which will include all the information about us.
- The day before your appointment, we will confirm your appointment. If you have provided a mobile number, you will receive a text confirming your appointment date and time.
- If appointment is booked ahead of time and you have provided your mobile number, then you will receive a text reminder a few weeks prior as well.
- From time to time, we will contact you over the phone, just to touch base with you and to guide you if any treatment was overdue, and to share the reasons why the treatment will help maintain a healthy smile.
- Every 6 months, we will contact you by letter, phone or text for your complete oral health check and active maintenance if you do not have an appointment booked already.
- Our staff members are always there to talk to you in person or over the phone if you need to talk to us.



NEW PATIENT EXAMINATION

On behalf of the whole team of Smile Craft Dental, we'd like to offer you an especially warm welcome. We look forward to getting to know you a little better and to building up a professional relationship we hope will last for many years.

At Smile Craft Dental, we like to do our examinations for new patients a bit differently. For us to treat you efficiently we will need to collect some prior information about your general health, past dental history, your needs and desires. This information will be collected partly when you book your appointment and the rest of it when you attend for an appointment.

This will be followed by a detailed assessment during which the dentist will examine you. We will also take some photos and x-rays to establish the existing condition. After this, your dentist will discuss your condition with you and discuss your expectations and life style needs with you. Once your needs are established, your dentist will discuss various options to suit your needs and make a custom plan for you including active maintenance if your oral health is in good shape.

ACTIVE MAINTENANCE

Whether your treatment phase is finished or you are still undergoing it, it is vital to maintain good oral hygiene. It is important to regularly visit your dentist, along with good brushing and flossing to help you increase the life of your teeth. At your check up our dentist will:

- Check for early signs of decay or cracks
- Check existing restorations
- Look at your gums for early signs of gum disease
- Examine your tongue, throat, cheeks & lips for oral cancer
- Examine for signs of grinding and associated damage
- Cleaning plaque and calculus



COSMETIC DENTISTRY

Cosmetic dentistry is not about needs but it is about what you desire. Whether you desire straight teeth, want to close spaces between teeth or enjoy a brighter white smile, the friendly team at Smile Craft Dental can help you achieve the smile you have always desired.

TEETH WHITENING

Achieve a bright, white, healthy looking smile with a teeth whitening treatment from Smile Craft Dental. Teeth whitening is a cost- effective, simple, fast and safe way to restore the lustre your smile once had or you have always desired.

PORCELAIN VENEERS

Finely crafted from thin shells of porcelain, veneers are bonded to the front of the teeth and used to correct imperfections including discoloured, worn, chipped or fractured teeth.

CEREC PORCELAIN RESTORATIONS

To provide you with a more efficient, comfortable and cost- effective treatment appointment, we offer CEREC. This leading-edge technology allows the Smile Craft Dental team to fabricate high quality, tooth coloured ceramic crowns, veneers and onlays in a single day to restore your smile to its natural strength, beauty and function.

INVISALIGN

Invisalign is a dental treatment to help straighten the position of teeth, creating a more attractive and potentially healthier smile.



REPLACEMENT OF MISSING TEETH

Replacing missing teeth has substantial benefits for your overall health and appearance. Prosthesis replaces your natural teeth and provides support for cheeks and lips. This can give support to sagging facial muscles and may help to rejuvenate your appearance, preventing that collapsed in look that is common when multiple teeth are missing.

FULL OR PARTIAL DENTURE

Full dentures are used when a patient has lost all the teeth in one or both arches. Partial dentures are used when a patient still has some natural teeth remaining. These remaining teeth are used as anchors to stabilise the partial denture.

CROWN AND BRIDGE WORK

A bridge is a prosthesis used to replace missing teeth, attaching artificial teeth to adjacent natural teeth, called abutment teeth. Fixed bridges are inserted by cementing crowns on the abutment teeth and are a great way to restore your dental health and appearance.

IMPLANTS

Single and multiple dental implants can be used to replace one or more missing teeth, restoring your dental health and your smile.

A single dental implant tooth will look just like a crown, emerging from the gums just like a natural tooth.

Multiple dental implants are great for a large area of your mouth.



ADVANCED SERVICES

Full mouth rehabilitation

This treatment will involve a number of different processes and has to be carefully planned. Procedures must be carried out in a specific order to restore dental health. Many of these treatments can be completed in our comfortable dental practice but we may refer you to dental specialists for certain treatments. We can help you if your teeth are broken down, heavily decayed, missing or if you have other dental problems requiring attention. Full mouth rehabilitation is a treatment process to restore dental health, repairing or replacing teeth so you have a fully functional and beautifully healthy smile.

Sleep apnoea

The dental appliance has the effect of pulling the lower jaw forward, maintaining an open airway during sleep and further preventing the tongue from falling back. It can benefit your partner if you have one, as well as the ease of being able to travel without fear of waking friends and loved ones up.

Bruxism

Bruxism or grinding can lead to aggressive wear on the teeth and may cause damage to the teeth and the jaw joints

Sedation

Options for dental anxiety include:

- Counselling
- Oral sedation
- Treatment under general anaesthetic
- IV sedation



ABOUT SMILE CRAFT'S FEES

Here at Smile Craft Dental, we regularly review our fees to make sure they are reasonable in comparison with other independent dental practices. We always strive to provide the very highest standard of dentistry to our patients, using the best quality materials and the latest technologies, which is reflected in our fees.

OUR COMMITMENT TO YOU

Unlike some dental practices, we do not outsource laboratory work overseas. Our primary concern is to ensure we only use TGA approved materials. Our crowns are made on-site, allowing us even greater quality control.

We are committed to providing you with the best possible value in dental treatment, avoiding 'patchwork' treatment that would soon need to be redone. Our dental team takes the time to talk to you, listening to your concerns and explaining every treatment so you are properly informed. Our strict infection control protocols ensure many instruments such as files used during root canal treatment are discarded after use.

Points to consider when comparing fees between dental practices:

- Is the practice using a local or overseas laboratory?
- Infection control standards and instrument re-use protocols
- The time taken to explain and perform treatments
- The overall care provided during treatment
- Does the practice provide post-treatment care?

Please remember, completing comprehensive treatment, attending regular dental checkups, combined with good home care is the easiest way to enjoy lower dental expenses. If something has been preventing you from completing your comprehensive dental care plan, please talk to us.



PAYMENT OPTIONS

For 'pay as you go' options we offer:

- Cash, Cheque
- Credit card, EFTPOS
- HICAPS facilities

Health Funds

We do accept all the health funds cards which participate with HICAPS online claiming. We are preferred providers for CBHS, Westfund, smile.com.au, NIB*, HCF* and Medibank*. (*some locations only)

Veteran Affairs

We bulk bill DVA card holders for most dental treatments.

Child Dental Benefits Schedule

We bulk bill for general dental services for eligible children aged 2-17 years which is capped at \$1,000 per child over two calendar years.

New South Wales health vouchers

We do accept New South Wales health vouchers for emergency dental care, general dental care and dentures.

Payment Plans

Interest free payment plans gives you the freedom to have the dental treatment you need while managing the payment of your treatment with easy regular payments!

- Available for treatment for out of pocket expenses. There is no minimum.
- 20% deposit is required
- Once off \$12 establishment fee
- Weekly, fortnightly or monthly direct debit payments
- Fast application process



EXTRA PERKS

Patients who are motivated and proactive about their dental health and make regular 6-month appointments deserve to enjoy a few extra benefits.

Smile Craft Dental is now offering affordable check-ups as a reward for your determination to look after your oral health.

The plan saves you 10 % on the gap payment with your health fund on all your preventative dental care so your teeth and gums stay healthy.

Do not worry, if you are not in health fund. It will only be \$199.00 for preventative dental care.

As a part of preventative care, you'll receive:

- Comprehensive examination
- Scale and clean
- Fluoride treatment
- Oral cancer screening





PATIENT RIGHTS

Access

You have a right to health care.

Safety

You have a right to safe and high quality care.

Respect

You have a right to respect, dignity and consideration.

Communication

You have a right to be informed about services, treatment, options and costs in a clear and open way.

Participation

You have a right to be included in decisions and choices about your care.

Privacy

You have a right to privacy and confidentiality of your personal information.

Comment

You have a right to comment on your care and to have your concerns addressed.



RESPONSIBILITIES

Respect

Your health care professional

Disclosure

Disclose all the relevant information for dentist to provide right treatment

Communication

Be open to communication about your concerns, any problems and giving feedback

Payment Of Fees

Pay on the same day is required unless organised prior

Cancellation

Please notify at least 48 hours prior so we can give your appointment to somebody else who may be in pain and may need it.

Cancellations not made in advance may incur a \$68.00 cancellation fee.

FEEDBACK

We hope our welcome booklet has been informative as we have tried our best to provide you with as much information as we can so your experience with us can be positive. We do encourage you feedback on our services and treatments as it is very important to us and we take it seriously. Please email our practice manger on manager@smilecraftdental.com who will always reply by phone or in writing depending on your communication preference.



CLINIC LOCATIONS

Location	Address	Contact
Newcastle	Shop 24, 137 Croudace Road, Elmore Vale NSW 2428	02 4048 0882 elmorevale@smilecraftdental.com
Tuncurry	Shop 2, 25 Manning Street, Tuncurry NSW 2428	02 6555 8989 tuncurry@smilecraftdental.com
Willoughby	61 Edinburgh Road, Willoughby East NSW 2068	02 9958 6458 willoughby@smilecraftdental.com
Wingham	Suite 1, 101 Isabella Street, Wingham NSW 2428	02 6553 0220 wingham@smilecraftdental.com

Any prices and features are subject to change depending on external sources. All information provided in this booklet is for knowledge and education purposes and does not hold any legal binding towards any legal actions.

We would like to thank you for reading our Welcome Booklet and look forward to seeing you in our practice soon.

SMILE  CRAFT
Dental