



dental health
services victoria

The Dental Teaching Clinic - Important Information

Welcome

Welcome to the Dental Teaching Clinic where you will receive free dental treatment provided by students under the supervision of qualified oral health professionals.

For every appointment, please:

- Bring your valid Health Care Card/Pensioner Concession Card to all appointments
- Bring your appointment letter
- Bring your medication list and list of allergies
- Come to 2nd floor Reception
- Arrive 15 minutes prior to your appointment
- Children 16 years and under must be accompanied by an adult. Only 1 adult will be able to accompany a child into the clinic.

Eligibility for the Dental Teaching Clinic

To be eligible to receive treatment in the Dental Teaching Clinic (DTC) the following is required:

- You must have a valid concession card - Health Care Card or Pensioner Concession Card
- You must agree to be treated by fully supervised students
- You agree to appointments of up to 3 hours long
- You agree to attend your appointments and provide 48 hours' notice if you are unable to attend
- You understand that if you miss 2 appointments in the teaching clinic we may not be able provide you further appointments in the teaching clinic
- You understand that there are waiting lists and you will be seen when you are at the top of the list
- You understand that DTC does not operate during times of university holidays and student examinations. During these times you may experience interruptions to your treatment and that you may receive emergency care by calling 9341 1000
- You understand that your treatment may be provided by different students under the supervision of different clinical supervisors

What to expect at the Dental Teaching Clinic



When you are booked for your first visit with a student in DTC, the student will provide a full examination and advise you of the treatment required. A treatment plan will be created in consultation with you. You are supervised by oral health professionals at every visit in DTC.

Your treatment may require you to see other students or, in some cases you may be referred to a specialist. Please understand that fees and waiting lists apply to be seen by a specialist at The Royal Dental Hospital of Melbourne.

Students will provide you with a holistic approach to dental problems. As such, certain treatment (such as cleaning, fillings) must be completed before more complex treatment (such as dentures) can be provided.

The time it takes to complete your treatment depends upon your personal

treatment needs and the student's availability. Every effort is made to complete your care in a reasonable time frame; however treatment does take longer in the DTC.

If, at any point, you require emergency care, please call your community health centre or The Royal Dental Hospital of Melbourne on 9341 1000. There will be a fee when you receive emergency care.

Further, if you require an interpreter for your visits, please let our reception staff know and an interpreter may be arranged.

When your treatment is complete

Once your treatment has been completed, you can contact us on 9341 1000 if you have any questions.



Your future dental care may be provided at a community health centre or, after a year from your last appointment, you may contact us for a screening appointment in DTC.

The screening appointment is a 15 minute consultation where a dentist will assess your suitability for treatment by students in the DTC.

Dental Emergency 1300 360 054

Monday - 8.00am -
Friday: 8.30pm

**Weekend /
public
holidays:** 8.30am -
8.00pm

Open times:

Monday - Friday: 8.15am -
9.30pm

**Weekend / public
holidays:** 8.45am -
9.30pm

To Contact the Dental Teaching Clinic

The Royal Dental Hospital of Melbourne welcomes your contact via telephone on 03 9341 1000.

You may also contact us via email at Enquiries@dhsv.org.au

Opening Times:



Monday to Friday

8:30am to 5pm



For further information about the DTC and The Royal Dental Hospital of Melbourne, visit:

www.dhsv.org.au/

To view The Royal Dental Hospital of Melbourne's Patient Rights and Responsibilities, visit:

www.dhsv.org.au/patient-information/your-rights-and-responsibilities