

How do I book an appointment?

To book an appointment, please call **1300 472 432**.

Please make sure you arrive at your appointment at least 15 minutes prior to the appointment time. If you don't, your appointment may be offered to someone else.

If you are unable to attend your appointment, make sure that you let us know at least 24 hours before the appointment time. We can offer the appointment to someone else and rebook your appointment too.

If you are feeling unwell, please do not come in. Contact us and we will help you rebook.

If you don't show up to two or more appointments and don't let us know, you may be discharged from the service.

At each appointment:

- you may be asked to wear a face mask
- you may be required to complete a registration form and medical history. Please remember to bring a list of your medications or any other information from your GP or health care provider
- you may be required to repeat your details several times throughout the visit – we are just making sure we are looking after the right person
- you may be required to update your personal details to make sure we have the current information so we can contact you and arrange help if you need it during your appointment



The Dental Service is supported by the Victorian Government.

IPC Health Corporate Office

106 Station Road
Deer Park VIC 3023
PO Box 171 Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225

Deer Park

106 Station Road
Deer Park 3023

St Albans

1 Andrea Street
St Albans 3021

Sunshine

Level 1, 499 Ballarat Road
Sunshine 3020

Altona Meadows

330 Queen Street
Altona Meadows 3028

Hoppers Crossing

117–129 Warringa Crescent
Hoppers Crossing 3029

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

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ipcHealth

Dental Service



Is there a fee?

In most cases, there is a small fee for each appointment. If you need help with payment, please speak to our Client Services team.

Fees for adults with a concession card or who are dependants of concession card holders:

- general care - **\$30.50** per visit (maximum fee **\$122** per course of care), *includes an examination and all general dental treatment*
- emergency care - **\$30.50** per course of care, *includes an assessment and treatment of the tooth, gum or denture that is causing pain*
- denture care - **\$73** per denture (maximum **\$146** for a full upper and lower denture)

Fees for children aged 0-12 years without a concession card and are not dependants of concession card holders:

- general care - **\$36** per course of care, *includes an examination and all general dental treatment*

Fees per family will not exceed \$144.

Please note that our fees are subject to change on 1 October of every year.

IPC Health Dental Service is a public dental service.

As there is a very high demand for the service, the wait time for general care is approximately 24 months.

Urgent care

While you are on our wait list, you can still access our service for urgent care if you are suffering from the following:

- toothache
- constant pain that makes it difficult to eat or sleep
- swelling
- bleeding or infection

Please contact your nearest IPC Health campus. They will advise if there is an appointment available or you may be offered to come in and sit and wait.

If you come in without contacting us first, there is no guarantee you will be seen on the day. If you do get seen, the treating dentist will only see you for the urgent issue and you will remain on the waiting list for any other general care you still require.

We will also offer you other options if we can't see you on the day.

Who can use this service?

People aged 18 years and over, who are health care or pensioner concession card holders or dependants of concession card holders, are eligible for a public dental care appointment.

Feedback

We always welcome your feedback. We use this information to help us improve how we deliver our service.

Please feel free to ask our reception staff for a feedback form at any time.

For more information, call us on **1300 472 432**.

Can I have an interpreter?

Yes, interpreters are free. Please let us know when booking an appointment.

