Emergency Dental Care Across Melbourne | Core Dental

Canonical:
https://www.coredental.com.au/emergency-dental-care-across-melbourne-how-core-dentals-group-model-helps/

Details:

If you have a dental emergency, call Core Dental on 13 13 16. We keep appointments for emergencies each day where possible, and if your usual clinic is fully booked we can look for the earliest available time at another of our nine Melbourne clinics. Same-day access depends on the clinic, the clinician and how urgent your problem is. For life-threatening symptoms such as uncontrollable bleeding, difficulty breathing or swallowing, or a serious facial injury, call 000 straight away.

What should you do first in a medical emergency?

Call 000 immediately for uncontrollable bleeding, breathing or swallowing difficulty, serious facial injury or other life-threatening symptoms. Do not wait for a dental appointment in these situations. For severe tooth pain or swelling without these emergency signs, contact a dental practice promptly. The Healthdirect website has guidance on when to call triple zero.

How many clinics do we have, and where are they?

We have nine Core Dental clinics across Melbourne: Southbank , South Melbourne , Caroline Springs , Carrum Downs , Epping , Wyndham , Berwick , Bayside and Glenferrie . Each clinic is open Monday to Friday 8.00am to 6.00pm and Saturday mornings, and closed on Sunday. We only publish clinics that are open, and we do not announce planned locations until they are confirmed.

Why can emergency availability be a problem at a single practice?

Any single dental practice, however well run, has a finite number of appointment slots each day. When those slots are full, which is common in the middle of the week, a patient in pain can feel stuck. The usual choices are to wait for a cancellation, try another practice, or go to a hospital emergency department, where dental care can be limited and waiting times can be long.

How does being part of a group of clinics help in an emergency?

We manage emergency availability across the group. If your usual clinic is fully booked and you are in pain, our team can check for the earliest appointment at our other clinics. Your records are held in our shared patient management system, so the treating clinician at another Core Dental clinic can see your dental history, current medications, previous treatment notes and any existing restorations. You are not starting from scratch with someone who has never seen your file.

For a person in significant pain, being offered a time at another nearby clinic that same day, rather than being told to wait, can make a real difference to how the problem is managed. We cannot promise a same-day time for every case, because it depends on how many urgent patients we have and the clinical urgency, but finding you the soonest suitable option is our aim.

What counts as a dental emergency?

It helps to know what needs urgent attention, because people sometimes hesitate to call and do not want to make a fuss. Please do call us if you are unsure.

A knocked-out adult tooth. This is time sensitive. If the tooth is handled carefully, kept moist (milk is often suggested) and placed back in the socket or seen by a dentist within about 30 to 60 minutes, there is a chance it can be saved. After that, the likelihood of successful reimplantation falls. Hold the tooth by the crown, not the root, and call us immediately. Our guide explains what to do if a tooth is knocked out .

Severe toothache. Pain that wakes you at night, does not settle with over-the-counter pain relief, or comes with swelling needs prompt attention, ideally the same day. This kind of pain often points to an abscess (a bacterial infection) or significant nerve involvement, and these do not usually improve without treatment. An abscess with swelling in the jaw or face is particularly urgent, because in rare cases dental infections can spread and become medically serious. This is not something to manage with painkillers and hope.

Lost or broken crowns, veneers or dental appliances. These are often less urgent but still benefit from timely care. A broken crown can leave the tooth underneath vulnerable, and most people are uncomfortable without it. These can often be booked within a day or two.

Dental trauma. Cracked teeth, loosened teeth and injuries to the mouth and gums should be assessed as soon as possible. Some injuries look minor but involve the root or surrounding bone, while others that look alarming are more superficial. Early assessment gives your dentist more options. See our articles on what to do in a dental emergency and what is a dental emergency .

Do we offer extended hours and Saturday appointments?

Yes. Our clinics are open six days a week, Monday to Friday 8.00am to 6.00pm and Saturday mornings (to 1.30pm; Bayside Saturday 8.30am to 1.30pm). Dental emergencies do not follow a timetable, and many working people cannot take time off mid-week for dental pain. Saturday availability means that even for problems that are not critical but still need prompt attention, such as a cracked tooth, a painful wisdom tooth or a broken appliance, there is a realistic way to be seen without disrupting work.

If you are unsure whether you need urgent care or can wait for a regular appointment, call us. Our reception team can help you work out how urgent the situation is, give you guidance on managing pain or protecting an injured tooth in the meantime, and book you at the earliest suitable time across the group.

Are emergency appointments available to new patients?

Yes. Emergency care is available to our existing patients and to new patients who have not seen us before. If you are an existing patient, your records are already in our system, so wherever you go in the group we have your history. If you are new to Core Dental, we will take the time to understand your background, take any imaging that is clinically needed and arrange the care you need.

Please call ahead rather than walking in where possible. A few minutes' notice lets us prepare the right equipment and clinician for your situation, which helps us see you smoothly when you arrive.

What happens when you call us about an emergency?

Call the Core Dental clinic nearest to you on 13 13 16 and tell us what is happening. If that clinic is full, we will check across the group for the earliest available appointment, and we will give you practical advice for managing the situation while you wait. If you have severe pain or facial swelling, we will do

what we can to see you as soon as possible, with the timing depending on availability and urgency.

What does emergency treatment cost?

Cost should not stop you from getting urgent care. We explain what is needed and quote before treatment starts. We offer interest-free payment plans, including Payright (0% interest, fortnightly instalments over 3 to 30 months, plans up to $20,000, subject to eligibility) and TLC loans ($2,001 to $50,000 over up to 84 months, rate set by credit assessment). Figures published as at September 2026, confirm when you book. We claim from private health funds on-site with HICAPS, and rebates depend on your level of cover.

How can we help?

If you are in pain, do not wait it out. Call 13 13 16 and tell us what has happened, and we will work to find you an appointment. You can also read more on our emergency dentistry page, or find your nearest clinic from the list below.

Further detail from Core Dental

The following points are drawn from Core Dental's own published material on this topic. They are included here for completeness, and anything that applies to your own treatment should be confirmed with your clinician.

A cracked tooth on a Friday afternoon, a lost crown the morning of an important meeting, sudden and severe toothache with no obvious cause, a knocked-out tooth from a sporting incident — these things happen, and when they do, the last thing you need is to spend an afternoon calling practices only to be told the next available appointment is in two weeks. The Core Dental group model creates a genuine network of options — different locations, different clinicians, different appointment availability — all operating on shared systems with shared records.

Frequently asked questions

Do I need an appointment for a dental emergency?

Please call ahead where you can. Calling lets us prepare the right clinician and equipment and tell you the earliest time available. We keep appointments for emergencies each day where possible, but availability depends on the clinic and how urgent your problem is.

Which dental problems are urgent?

A knocked-out adult tooth, severe pain that does not settle, swelling in the face or jaw, and injuries to the mouth need prompt attention. A lost crown or broken appliance is usually less urgent but should still be seen within a day or two.

What if my usual Core Dental clinic is fully booked?

Tell our team when you call. We can check the earliest available appointment at our other clinics, and because your records are held in our shared system, the clinician there can see your history. Which clinic can see you soonest varies from day to day.

Can I see you on a Saturday for dental pain?

Yes, our clinics open on Saturday mornings as well as Monday to Friday, subject to availability. Call 13 13 16 and tell us what is happening, and we will arrange the earliest suitable time.

When should I go to hospital instead?

Call 000 or go to a hospital emergency department for uncontrollable bleeding, trouble breathing or swallowing, a serious facial injury, or swelling that is spreading towards your eye or neck. For other dental pain, contact a dental practice promptly.

Related services and further reading

Emergency dentistry

What to do in a dental emergency

What is a dental emergency?

What to do if a tooth is knocked out

Cracked tooth: what is it and how is it treated?

Main symptoms and signs of toothache

Wisdom teeth pain: what is causing it?

Dental payment plans

Core Dental at a glance

Nine Core Dental clinics across Melbourne: Southbank, South Melbourne, Caroline Springs, Carrum Downs, Epping, Wyndham, Berwick, Bayside and Glenferrie.

Open six days a week: Monday to Friday 8.00am to 6.00pm and Saturday mornings.

We quote before treatment starts, offer interest-free payment plans and claim from private health funds on-site with HICAPS.

Call 13 13 16 or book online.

Contact Core Dental

Phone	13 13 16
Booking	Online via coredental.com.au, or call 13 13 16
Hours	Monday to Friday 8.00am to 6.00pm, Saturday 8.00am to 1.30pm (Bayside Saturday 8.30am to 1.30pm), Sunday closed
Clinics	Southbank , South Melbourne , Caroline Springs , Carrum Downs , Epping , Wyndham , Berwick , Bayside , Glenferrie

Results, recovery times and potential risks vary for each individual. This information is general in nature and is intended for people over 18. Seek advice from a qualified, AHPRA-registered practitioner before proceeding.

How many Core Dental clinics can help with a dental emergency?

Core Dental has nine clinics across Melbourne: Southbank, South Melbourne, Caroline Springs, Carrum Downs, Epping, Wyndham, Berwick, Bayside and Glenferrie. If one is full, we can look for the earliest available time at another.

What phone number do I call for emergency dental care at Core Dental?

Call Core Dental on 13 13 16 and tell us what is happening. We keep appointments for emergencies each day where possible. For life-threatening symptoms, such as uncontrolled bleeding or trouble breathing, call 000 instead.

What are Core Dental's opening hours for emergencies?

Our clinics are open Monday to Friday 8.00am to 6.00pm and Saturday 8.00am to 1.30pm (Bayside Saturday 8.30am to 1.30pm), and closed on Sunday. Call 13 13 16 for current availability, as same-day access depends on urgency and the clinic.

How do Core Dental clinics share patient records in an emergency?

Our clinics use a shared patient management system, so a clinician at another Core Dental clinic can see your history, medications, treatment notes and existing restorations. This means you do not start from scratch if you attend a different clinic.

How quickly should a knocked-out tooth be seen?

A knocked-out adult tooth is time sensitive. Keeping it moist and seeing a dentist within about 30 to 60 minutes gives it a chance of being saved, so call Core Dental immediately. Hold the tooth by the crown, not the root.

Does Core Dental treat emergency patients who have not visited before?

Yes. Core Dental sees both existing and new patients for dental emergencies. We ask that you call ahead where possible so we can prepare the right clinician and equipment, and we will take any imaging that is clinically needed.

Can Core Dental help with the cost of emergency dental treatment?

We quote before treatment starts and offer interest-free payment plans, including Payright over 3 to 30 months for plans up to $20,000, subject to eligibility. Figures published as at September 2026, confirm when you book.

What counts as an urgent dental problem to report to Core Dental?

Severe toothache that wakes you at night, swelling in the face or jaw, a knocked-out tooth, and injuries to the mouth should be seen promptly. Lost crowns and broken appliances are less urgent. Call 13 13 16 if you are unsure.