Shontelle Clinch, Patient Experience Team Leader | Core Dental

Canonical: https://www.coredental.com.au/our-team/shontelle-clinch/

Details:

Shontelle Clinch is the Patient Experience Team Leader at Core Dental. She is listed on our team page with our senior reception team. In this role she leads patient experience across our front-of-house teams, which are the people you speak with when you call 13 13 16, book online or arrive at one of our nine practices. Shontelle is not a clinician, and clinical advice comes from your dentist or specialist.

Who is Shontelle Clinch at Core Dental?

Shontelle is our Patient Experience Team Leader. Her role sits within our reception team, where she works on how patients are looked after from first contact through to their appointment and follow-up. She works with our senior receptionists and team leaders at each practice, including Jazmin Anson , Navdeep Brar , Lorelle Bowen and Kirsty Logan .

What does a Patient Experience Team Leader do?

Our reception teams are the link between patients and our clinical teams. A patient experience role focuses on:

how you are greeted, booked in and kept informed

clear, upfront information about fees, since we quote before treatment starts

helping you understand interest-free payment plans, HICAPS claiming and the Child Dental Benefits Schedule

supporting our reception team members across our practices

Shontelle does not provide dental diagnosis or treatment.

Where can you meet our reception teams?

Our reception teams welcome you at each of our nine practices: Southbank , South Melbourne , Caroline Springs , Carrum Downs , Epping , Wyndham , Berwick , Bayside and Glenferrie . We are open Monday to Friday 8.00am to 6.00pm and on Saturday mornings.

How can you check the registration of your dentist or specialist?

Our dentists, specialists, hygienists and therapists are registered health practitioners, and you can check any practitioner on the public register at ahpra.gov.au . Our front-of-house and laboratory team members support your care but are not the practitioners who diagnose or treat you. Your clinician will explain your options, risks and costs before you decide to proceed.

What should you ask when you book?

Which dentist or specialist will see me, and what are their qualifications?

What will my first appointment involve?

Will I receive a written quote before treatment starts?

Which payment plans and health fund claims can I use?

Can I book early, evening or Saturday appointments?

Who leads our teams at Core Dental?

You can also meet our management team, including Vanessa Spooner , General Manager.

Frequently asked questions

What is Shontelle Clinch's role at Core Dental?

Shontelle Clinch is our Patient Experience Team Leader. She is part of our senior reception team and focuses on how patients are welcomed and supported when they contact or visit Core Dental. She is not a clinician.

Does Shontelle Clinch treat patients?

No. Shontelle is a non-clinical team leader. Your dentist, specialist or hygienist will examine you and explain your treatment options, while our reception team helps with bookings, quotes and payment questions.

How can I give feedback about my visit to Core Dental?

Please tell the reception team at your practice or call 13 13 16 and ask to speak with a team leader. We use your comments to look at how we can look after patients when they contact or visit us.

How do I book an appointment at Core Dental?

Call 13 13 16 or book online through coredental.com.au. Our team will arrange a time that suits you at the practice that suits you, including Saturday mornings.

Do you offer payment plans?

Yes. We offer interest-free payment plans through Payright with 0% interest, fortnightly instalments, terms from 3 to 30 months and plans up to $20,000. Eligibility applies, so please ask our team for the full terms.

Related services and further reading

General dentistry

Emergency dentistry

Children's dentistry

Understanding your treatment

What to expect from a dental checkup

Orthodontics

Cosmetic dentistry

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.

Interest-free payment plans, HICAPS on-site claiming and bulk billing for eligible children under the Child Dental Benefits Schedule.

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.

What does Shontelle Clinch do at Core Dental?

Shontelle Clinch is the Patient Experience Team Leader at Core Dental. She is listed on our team page with our senior reception team and works on how patients are welcomed and supported across our practices.

What does the Patient Experience Team Leader do at Core Dental?

Our Patient Experience Team Leader works with our reception teams on how patients are greeted, booked in and informed, including clear information about quotes and payment options. The role is non-clinical.

Is Shontelle Clinch a dentist?

No. Shontelle Clinch is a non-clinical team leader at Core Dental. Examinations and treatment are provided by our registered dentists, specialists and hygienists.

How do I contact Core Dental reception?

Call Core Dental on 13 13 16, Monday to Friday 8.00am to 6.00pm or Saturday 8.00am to 1.30pm, or book online at coredental.com.au. Each of our nine practices also has its own reception team.

How many Core Dental clinics are there?

Core Dental has nine clinics across Melbourne: Southbank, South Melbourne, Caroline Springs, Carrum Downs, Epping, Wyndham, Berwick, Bayside and Glenferrie. Each has its own reception team.

What payment options does Core Dental offer?

We offer interest-free payment plans through Payright (0% interest, fortnightly instalments, 3 to 30 months, up to $20,000, eligibility applies), HICAPS on-site claiming, and bulk billing for eligible children under the CDBS.

Which Core Dental team members work in reception leadership?

Our reception leadership includes Shontelle Clinch, Patient Experience Team Leader, Navdeep Brar, Team Leader for Caroline Springs and Wyndham, and senior receptionists at Berwick, Carrum Downs, Epping and South Melbourne.