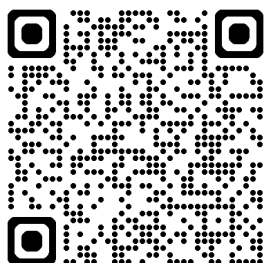


## What do I need to know before going home?

### Please make sure you understand:

- Your oral health treatment plan
- Know what your ongoing treatment will be
- Ask for a medical certificate or letter of attendance if needed
- Have a friend or relative to pick you up
- Go back to reception after your appointment. We will book your next appointment if necessary.



- Use this QR code to direct you to the Oral Health Centre Website
- If you are unsure about anything, please ask your dental team, as they are here to help.

### How do I provide feedback?

Email: [STARS\\_patientexperience@health.qld.gov.au](mailto:STARS_patientexperience@health.qld.gov.au)

Telephone: **1800 865 085**



Speak to  
the  
Dentist



Ask the  
Administration  
Team



Have your  
say  
survey



Email or  
call us

## Oral Health Alliance Surgical Treatment and Rehabilitation Services (STARS)



**Oral Health  
Alliance**

BETTER ORAL HEALTH | BETTER FUTURE

## Welcome to the Oral Health Centre

We welcome you to our facility and want you to have a great experience as a dental patient under our care



### You can expect:

- High-quality dental care individualised to suit your needs.
- Care in a clean, modern facility that supports safety.
- Information about your care that is given in a way that makes sense to you. Including information on how long your care will take, the expected results, options available and any costs associated

## About the Oral Health Centre (OHC)

- The OHC, Herston, is one of Australia's largest dental teaching facilities.
- We offer exceptional dental care to patients with concession cards.
- Dental care is provided by a team that includes dental students from the University of Queensland (UQ).
- A qualified dentist is always available to support and mentor students while ensuring your dental care is to the highest standard.
- Longer appointments are sometimes needed as students are working in a learning environment.
- There are specialist dental appointments with UQ postgraduate students, and access may depend on our training program.
- The waiting list for specialists can sometimes be long, but we will notify you by phone or email or text as soon as an appointment is available.
- At your appointment, you may be asked about your medical and dental conditions, and we will request your government concession card if applicable.
- Most care is free, but there are costs linked to treatments such as implants, crowns, bridges, and braces. The dental team will discuss these with you and obtain your consent before proceeding.
- We can assist with setting up payment plans if needed.
- Our dental team is here to help, and we understand that visiting a dentist can be stressful at times.
- To ensure a safe environment, we may be unable to continue treatment if our team feels unsafe.
- We aim to provide respectful, kind, safe, and effective care always, and we ask that patients treat our team with the same respect.

*"My experience was very positive.*

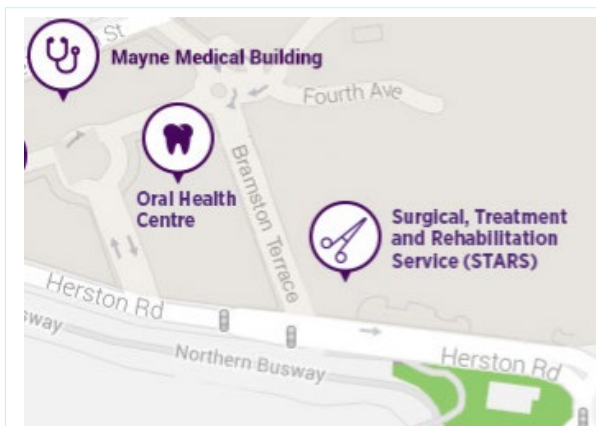
*The dentist had a great bedside manner, was very transparent about the procedure, gentle and made me feel very comfortable"*

## Our Frequently Asked Questions

**Is parking available?** Yes, at the nearby STARS hospital facility. Bring your parking ticket to the OHC and we will provide a discounted exit ticket.

**When will I be contacted about my appointment?** A text message reminder will be sent to you two days before your appointment.

**What if I can't attend my appointment?** Please call us on 1800 865 085 at least 24 hours in advance, if possible. If you miss two appointments, unfortunately, we may need to discontinue your care and move you back to the back of the waiting list and offer your appointment to another patient.



**OHC address:**  
288 Herston Road,  
Herston, QLD 4006

**Nearest bus stops:**

Herston Northern  
busway stop

Bramston Terrace  
bus stops

## When and how should I urgently seek medical attention?

For general and emergency dental care call the Oral Health Call Centre on **1300 300 850**

Outside of dental clinic/service hours, call **13HEALTH (13 43 25 84)**

For an **emergency call 000**.