What do I do when I have completed my dental treatment?

Once you have completed your treatment, you will need to wait 12 months before contacting your clinic to place your name back onto the waiting list. We encourage you to seek regular dental care.

What if I have a problem after my treatment has been completed?

Contact your local SA Dental Service clinic. The reception staff will ask a series of questions to help determine the urgency of your dental needs and will advise you if they are able to assist at that time or whether you will need to wait on the waiting list before treatment can be provided by SA Dental Service.
Frequently asked questions about the General Dental Scheme

You have accepted to have your dental treatment with a private dentist. Please read this leaflet thoroughly before using the attached General Dental Scheme approval form.

What do I need to do?
Contact a private dental practice of your choice. When you call, tell the receptionist you have a General Dental Scheme approval form from SA Dental Service and check they participate in the scheme. If they do, arrange an appointment. If they do not participate in the scheme, you will need to try another dentist.

This authority is only valid for a limited time from the date you get it. This means it is important that you start your treatment as soon as possible.

What do I take to the dentist?
> the General Dental Scheme Approval Form
> your current Pension Concession Card (Centrelink or Veteran’s Affairs) or Health Care Card
> money for your treatment.

What will happen?
The private dentist will examine your teeth and will advise you of all treatment requirements and the approximate treatment costs per visit.

What happens if I require more treatment than approved through the scheme?
The private dentist will discuss with you any outstanding treatment requirements. You can choose to continue the treatment with the private dentist at your own cost or you can return to your SA Dental Service dental clinic for the completion of your treatment at no extra cost (if the maximum patient contribution has been reached). Please be aware that some services, such as complex specialist treatments, are limited within SA Dental Service, and may have additional costs and waiting periods.

If you choose to complete your treatment through SA Dental Service, please ask your dentist to write a letter outlining any outstanding treatment requirements and to include any relevant x-rays.

What if I need dentures?
If you require a denture after the completion of your treatment, please ask your dentist to write a letter setting out your denture requirements. You can then contact the dental clinic (see details in the clinic stamp on this leaflet) and tell the receptionist you have completed your General Dental Care and require a denture. You will need to attend a SA Dental Service Denture Clinic within your local area to assess your denture needs.

There will be an additional fee if you require dentures. We will advise you of the approximate fee and any waiting periods at an assessment appointment.