



NEW PATIENT GUIDE

Welcome to *Swish Dental*

Everything you need for your first visit and beyond,
from what to expect to how we'll look after you.



EVERTON PARK · MITCHELTON · SINCE 1979

A NOTE FROM DR NIK

We're so glad you're *here*

Dear new patient,

Thank you for choosing Swish Dental. Since 1979 we've cared for families across Brisbane's north, and many of them have been with us for three generations. We know that choosing a new dentist is a big decision, and we don't take that trust lightly.

Whether you're here for a check-up, something that's been bothering you, or a smile you'd love to change, our aim is simple: to listen first, explain everything clearly, and give you an honest recommendation so you can make the choice that's right for you.

If you feel nervous about the dentist, please tell us. You're far from alone, and we have plenty of ways to make your visit easier.

This little book has everything you need to know. Keep it handy, and if there's anything else we can do, just ask.

Dr Nikesh Patel

Principal dentist & owner of Swish Dental since 2016



INSIDE THIS GUIDE

Our promise to you
Your patient journey
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Feeling nervous?
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Find us

1979

Caring for local families
since

2

Clinics: Everton Park &
Mitchelton

7,000+

Check-ups every year

900+

★★★★★
Google reviews

Honest advice. *Your choice.*

Your mouth, your decision. We'll always tell you what we see and what we'd recommend, then work with you to do what suits you best.



Always honest

We'll give you our genuine recommendation, even when that means "let's keep an eye on it" rather than treating it today.



All your options

We explain every reasonable option, including the pros, cons and costs of each, so you can decide with confidence.



At your pace

We can stage treatment over time, fit around your schedule and budget, and start with what matters most to you.



No surprises

You'll receive a written treatment plan and quote before anything begins. There's never any pressure to proceed.

"We'll always tell you what we'd do if it were our own mouth, and then we'll work with you to do *what you want.*"

THE SWISH DENTAL TEAM

Why advice can differ

Every dentist is different, and recommendations can vary. Experience counts. We'll show you photos, X-rays and scans of your own teeth, so you can see what we see and understand exactly why we recommend it.

What to expect, *step by step*

We'll be with you the whole way, from the moment you book to long after your treatment is done.

1

Book your visit

Book online or call either clinic. Feeling nervous? Mention it now so we can plan extra time and comfort for you.

2

Arrive 10 minutes early

We'll welcome you and hand you two short forms: your medical history and your concerns sheet. They help us understand you before we begin.

3

Meet your dentist

We listen first. Tell us what's on your mind, what's bothering you and what you'd like from your smile.

4

A thorough check-up

We examine your teeth, gums, jaw and mouth, and take digital X-rays or photos only when they're needed.

5

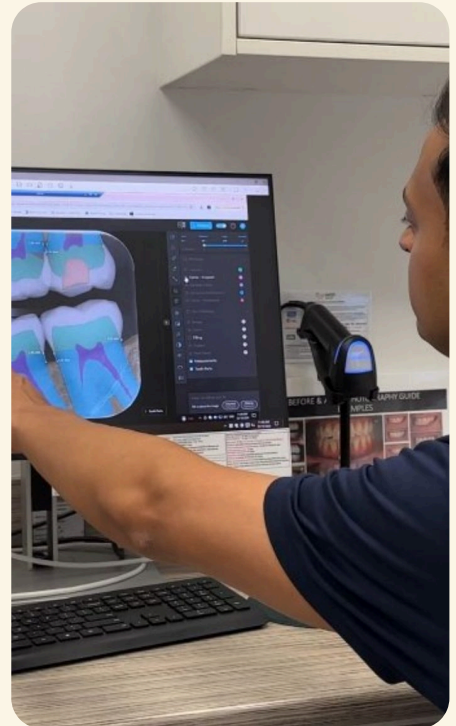
Your plan, your choice

We show you what we found, talk through every option and give you a written plan and quote. Take it home and think it over.

6

Care, then aftercare

Treatment happens at your pace. Afterwards you'll get clear aftercare advice and a friendly reminder when your next visit is due.



“We listen first, so we can care for you best.”

Questions are always welcome, at every step.

Before you sit *in the chair*

10 min

Please arrive 10 minutes before your appointment

This gives you time to fill in your medical history form and concerns sheet, so your appointment time is spent with your dentist.

MEDICAL HISTORY

Your general health affects your dental care, so we'll ask about:

- Medicines you take, including blood thinners and supplements
- Allergies, including to medicines or latex
- Heart, diabetes, bone or other health conditions
- Recent surgery, hospital stays or joint replacements
- Pregnancy or breastfeeding
- Past reactions to dental anaesthetic
- Smoking or vaping

Tip: a photo of your medicine labels on your phone makes this quick.

YOUR CONCERNS SHEET

What's the main reason for your visit?

Is anything hurting or bothering you?

How do you feel about visiting the dentist?

☐ Relaxed ☐ A bit nervous

☐ Very nervous

Anything you'd like to change about your smile?

☐ Colour ☐ Shape ☐ Gaps

☐ Straightness ☐ Missing teeth

Do your gums bleed, or are any teeth sensitive?

Do you grind, clench or snore?

What matters most to you?

☐ Comfort ☐ Appearance

☐ Long-term health ☐ Cost ☐ Time

PLEASE BRING

Health fund card to claim on the day

Your medicines list or a photo of the labels

Medicare card for children who may be eligible



PARKING

Everton Park: parking behind the clinic

Mitchelton: parking in front of the clinic

We understand. *And we can help.*

Lots of our patients felt anxious before their first visit, some for years. You're never judged here. Our gentle dentists will go at your pace, explain each step first, and stop whenever you raise your hand.

Every visit

Gentle, unhurried care

Extra time booked, a calm hand signal to pause, numbing gel before injections, and plain-language explanations so nothing comes as a surprise.

Happy gas

Nitrous oxide

Breathe through a soft nose mask and feel calm and relaxed while staying awake. It wears off within minutes once the mask comes off.

Inhalation sedation

Penthrox

A small hand-held inhaler, sometimes called the "green whistle", that you control yourself to take the edge off during treatment.

Relaxation tablets

Prescribed for you

Your dentist can prescribe a tablet to take before your appointment. You'll need someone to bring you and take you home.

Our goal is to help you feel so at ease that regular check-ups become *just another appointment.*

We'll be with you through the whole journey. Your dentist will explain which option suits you, along with any risks and what to expect afterwards.

MEET THE TEAM

The people behind *your smile*

Every one of our dentists provides check-ups and everyday care. Many also have areas they especially love, so you'll always be in the right hands.



PRINCIPAL DENTIST ·
OWNER SINCE 2016

Dr Nikesh Patel

Aesthetic & restorative
dentistry, tooth contouring



DENTIST

Dr Kim Jaffar

Family & preventive dentistry



DENTIST

Dr Albion Huang

Smile design, veneers, crowns
& clear aligners



DENTIST

Dr Rita Hsu

Smile design, veneers, CEREC
crowns & bonding



DENTIST

Dr Emily Hartfiel

Children's & preventive
dentistry



DENTIST

Dr Christine Cheah

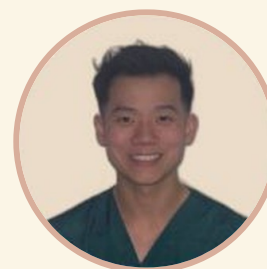
Dental implants & CEREC
crowns



DENTIST

Dr Aiden Roze

Oral surgery, implants, sleep
devices & happy gas



DENTIST

Dr Edward Kuswanto

General & family dentistry



DENTIST

Dr George Chen

General dentistry & happy
gas



DENTIST

**Dr Mohammed El-
Hazek**

Root canal treatment



DENTAL HYGIENIST

Jeewan

Cleans & gum health



DENTAL PROSTHETIST

Rod Litzow

Custom dentures, after a
dentist check-up

The right dentist for *your treatment*

All our dentists look after check-ups and everyday care. For these treatments, you'll be in the hands of the team members who focus on them.

STRAIGHTENING TEETH

Orthodontics



Dr Albion Huang

Clear aligners for mild to moderate crowding, at both clinics. For braces or more complex cases, we'll refer you to a trusted orthodontist.

VENEERS & SMILE DESIGN

Smile makeovers



Dr Rita Hsu & Dr Albion Huang

Lead our smile design, from veneers and bonding to complete makeovers. Dr Rita is at Mitchelton; Dr Albion works at both clinics.

REPLACING MISSING TEETH

Dental implants



Dr Christine Cheah & Dr Aiden Roze

From a single tooth to implant-retained bridges and dentures, planned and placed here in-house.



Tooth contouring

Dr Nikesh Patel



Happy gas

Dr Aiden Roze & Dr George Chen



Wisdom teeth & oral surgery

Dr Aiden Roze



Children's dentistry

Dr Emily Hartfiel & Dr Kim Jaffar



Root canal treatment

Dr Mohammed El-Hazek



Gum care & cleans

Jeewan · our hygienist



Snoring & sleep apnoea devices

Dr Aiden Roze



Dentures

Rod Litzow · after a check-up with a dentist

From sealants to *smile design*

Almost everything you could need, under one roof, across both clinics. Not sure what you need? Just ask, and we'll guide you.



Prevent

KEEP TEETH HEALTHY

- Check-ups & cleans
- Fissure sealants
- Fluoride treatments
- Children's dentistry
- Gum care with our hygienist
- Sports mouthguards
- Digital X-rays & scans
- Oral cancer screening



Repair

FIX AND PROTECT

- White fillings
- CEREC same-day crowns
- Crowns & onlays
- Root canal treatment
- Toothwear rebuilding
- Emergency care
- Night guards for grinding



Replace

MISSING TEETH

- Dental implants
- Implant bridges
- Implant-retained dentures
- Dental bridges
- Full dentures
- Partial dentures
- Denture repairs & relines



Smile

COSMETIC CARE

- Teeth whitening
- Dental bonding
- Tooth contouring
- Composite veneers
- Porcelain veneers
- Clear aligners
- Smile design & makeovers



Comfort & more

SURGERY, SLEEP AND RELAXED CARE

- Wisdom teeth removal
- Oral surgery, done in-house
- Snoring & sleep apnoea devices
- Happy gas (nitrous oxide)
- Pentrox inhalation sedation
- Relaxation tablets



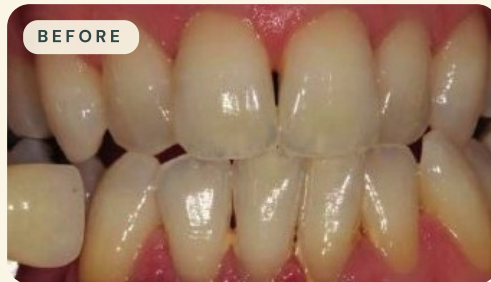
Not sure where to start?

Every journey begins with a check-up and a conversation. We'll look at the whole picture, then talk you through the options that make sense for you, simplest first.

Real patients, *real care*

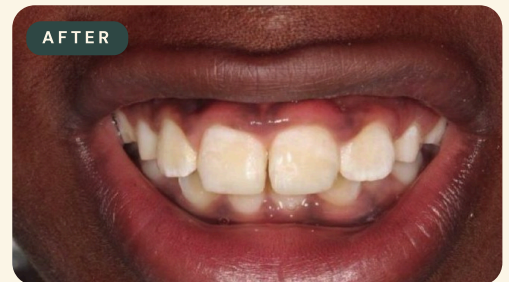
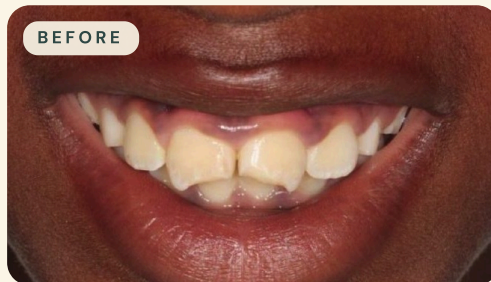
Teeth whitening

Brighter natural teeth with custom take-home trays.



Dental bonding

Chipped front teeth rebuilt with tooth-coloured composite.



Tooth contouring

Gentle reshaping of uneven edges, usually in one visit.



White fillings

Old or decayed fillings replaced with natural-looking ones.



CEREC same-day

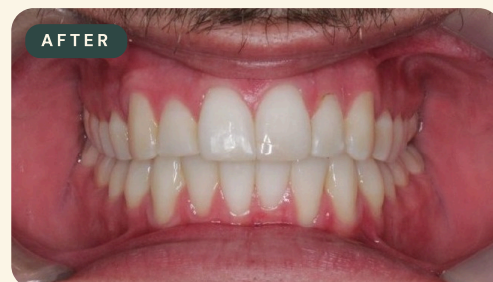
Ceramic crowns and onlays designed and fitted in one visit.



Straighter, stronger, *brighter*

Clear aligners

Mild to moderate crowding straightened with discreet aligners.



Composite veneers

Uneven, worn teeth reshaped in layered composite.



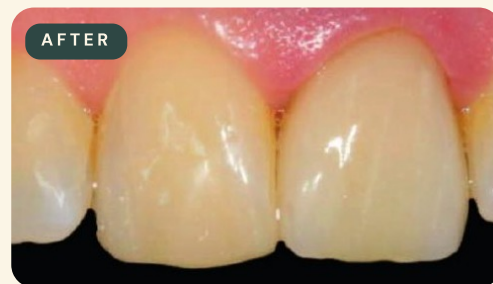
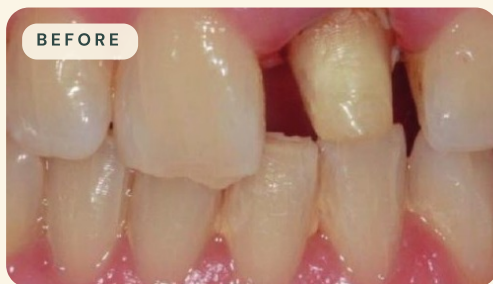
Porcelain veneers

Worn, discoloured front teeth restored with ceramic veneers.



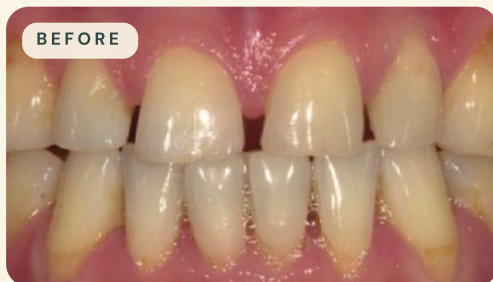
Front crowns

All-ceramic crowns to protect and restore damaged teeth.



Toothwear repair

Worn teeth rebuilt to protect them and restore their shape.



Replacing teeth & *smile makeovers*

Dental implants

A missing front tooth replaced with an implant and crown.



Dental bridges

A fixed bridge closing a gap from a missing tooth.



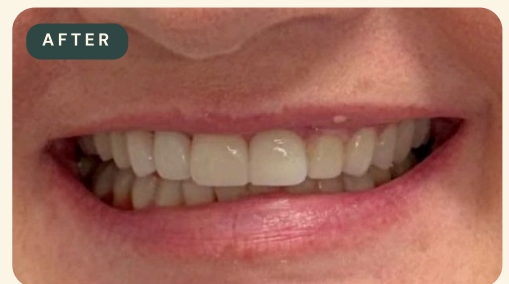
Cosmetic dentures

Natural-looking dentures designed around your face.



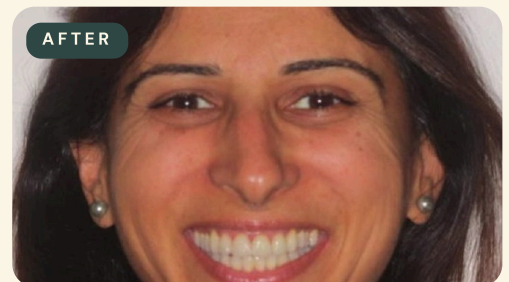
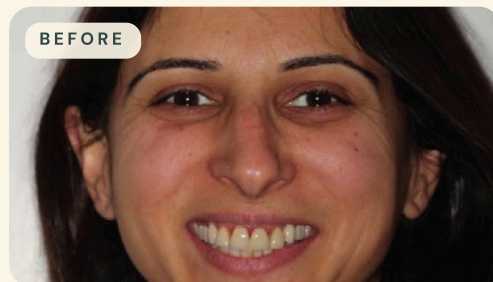
Smile makeover

Crowns and veneers to improve shape, colour and alignment.



Smile design

A carefully planned smile, built around what you want.



Protecting what you *already have*

We'd rather prevent further wear and tear than watch things deteriorate.

Fissure sealants

Deep grooves sealed to keep out decay. Quick, with no drilling or needles.



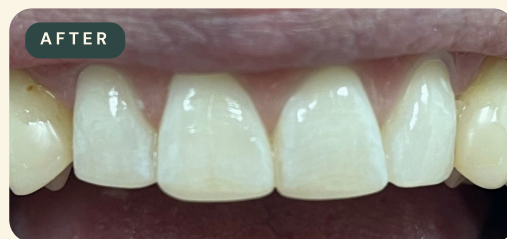
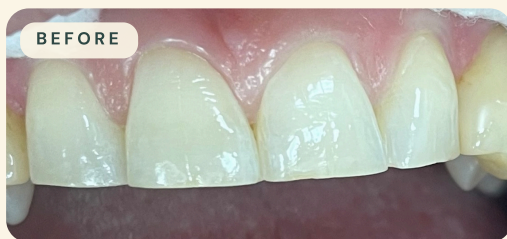
Receding gums

Exposed, sensitive root surfaces covered and protected with tooth-coloured bonding.



Worn front teeth

Chipped, worn edges rebuilt to protect them and restore their shape.



Worn lower teeth

Flattened, worn teeth rebuilt before the damage goes deeper.



Night guards

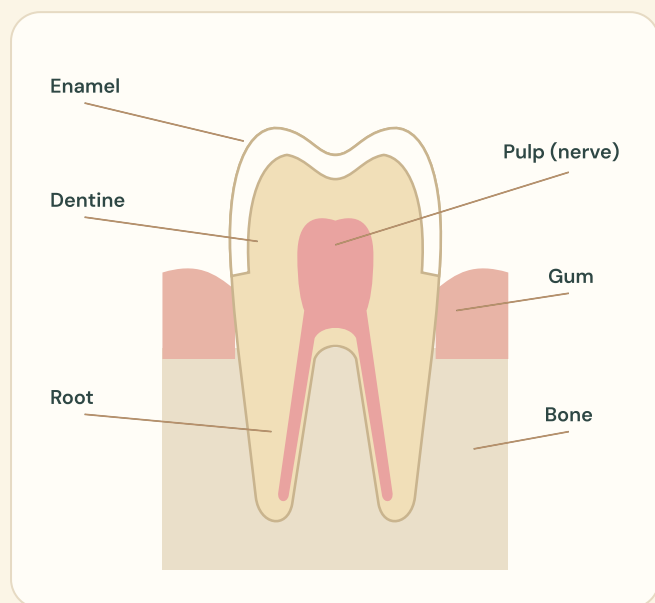
~90%

of our patients wear a custom night guard

Nearly everyone grinds or clenches their teeth, often while asleep and without knowing it. A custom-made night guard cushions your teeth, protects enamel and fillings, and can ease jaw tension.



Why we treat decay *early*



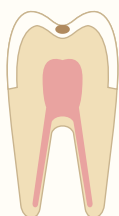
OUR GOAL

Protect your *enamel* for life.

Enamel is the hardest substance in your body, but it can't grow back. We'd rather prevent further wear and tear than watch things deteriorate.

- **Enamel:** the hard, protective outer shell.
- **Dentine:** the softer layer underneath. Decay spreads faster here.
- **Pulp:** the nerve and blood supply in the centre of the tooth.

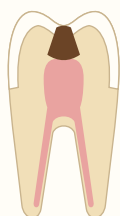
HOW DECAY GROWS



1 · IN THE ENAMEL

Early decay

Often reversible with fluoride and good habits. No drilling needed.



2 · SPREADS FASTER

Into the dentine

Dentine is softer, so decay grows quicker. A small filling fixes it.



3 · LARGER REPAIR

Near the nerve

May become sensitive. Needs a larger filling or a crown.



4 · PAIN OR INFECTION

Into the nerve

Root canal treatment or removing the tooth.



Don't wait for it to hurt

Decay rarely hurts until it's deep. Once it's through the enamel it won't heal on its own and keeps getting bigger. Treating it early is simpler, more comfortable and costs less. We'll show you the photos and X-rays and tell you honestly how urgent it is.

Twice a day, gently, *plus between*

Brushing twice a day does two jobs: it removes the plaque bacteria that cause decay and gum disease, and it gives your teeth a fresh dose of fluoride to strengthen enamel and help repair early cavities.

2×

Brush twice a day: morning, and last thing at night

1–2 min

Each time is enough. Longer or harder can make gums recede

1×

Clean between your teeth once a day

How to brush well

- 1 Use a soft brush and a pea-sized amount of fluoride toothpaste.
- 2 Angle the bristles towards the gumline and use small, gentle circles. **No pressure, no scrubbing.**
- 3 Clean the outside, inside and chewing surfaces, top and bottom.
- 4 Brush your tongue gently too.
- 5 **Spit, don't rinse.** Leaving fluoride on your teeth helps protect them.

Cleaning between teeth

A toothbrush can't reach the tight spaces between your teeth, where decay and gum disease often start.

- 1 **Floss:** wrap it in a "C" around the tooth and follow the tooth's shape gently under the gumline. Don't saw it up and down.
- 2 **Too tight?** If floss won't slide through a space, don't force it. Ask us for the best option.
- 3 **Interdental brushes:** great for larger gaps, braces or bridges. Never force a brush into a gap. We'll find your size.
- 4 **Bleeding?** Healthy gums don't bleed. Bleeding usually means gum disease, or floss forced too hard or used the wrong way. Let us check.

YOUR DAILY ROUTINE

Morning

Brush gently for 1–2 minutes with fluoride toothpaste. Spit, don't rinse.

Bedtime

Clean between your teeth, then brush gently for 1–2 minutes. After that, only water until morning.

Fluoride: *armour for your enamel*

Fluoride makes enamel stronger and more resistant to acid. It can even help repair, or remineralise, early decay before it needs a filling.



Brushing removes bacteria

Plaque bacteria build up again within hours. Brushing morning and night breaks them up before they can cause decay and gum disease.



...and tops up your fluoride

Every brush gives your teeth a fresh coat of fluoride to strengthen enamel and remineralise early cavities. Spit, don't rinse, so it keeps working.

High-strength fluoride

NeutraFluor 5000

5,000

ppm fluoride, about 3 to 5 times
stronger than regular adult
toothpaste

Why we recommend it

- Strengthens enamel and makes it more resistant to acid
- Helps repair early decay spots before they need a filling
- Protects exposed roots where gums have receded
- Lowers the risk of new cavities if you're prone to decay

When we may suggest it

If you've had decay recently, have early decay spots, a dry mouth, exposed roots, braces or aligners, or lots of fillings and crowns.

How to use it

- Use it in place of your normal toothpaste, as your dentist advises (often at bedtime)
- Spit, don't rinse
- Don't eat, drink or rinse for 30 minutes after

Where to get it

It's a pharmacist-only medicine, so you **won't find it in supermarkets**. Ask at our reception or at your local chemist.

Use only on your dentist's or doctor's advice. Not for children under 6 unless recommended.

It's how *often*, not just how much

Every time you have something sugary, bacteria in your mouth make acid that attacks your teeth for about 20 to 30 minutes. The more often it happens, the less time your saliva has to repair the damage.

2-3

sugar attacks a week

Teeth can generally handle only **2 to 3 sugar attacks a week** and stay at a low risk of decay. Any more than that, and your risk of decay goes up.

LOWER RISK

2-3 sugar attacks a week

HIGHER RISK

More than 3 a week

Smile-friendly habits

- Make **tap water** your everyday drink. Fluoridated tap water helps protect teeth.
- Keep treats and sweet drinks to **mealtimes**.
- Snack on cheese, nuts, plain yoghurt and crunchy vegetables.
- Chew **sugar-free gum** after meals to boost saliva.
- Take sugar in **tea or coffee**? Switch to an artificial sweetener.

Go easy on

- Sipping soft drink, juice, sports, energy or sweetened coffee drinks over long periods.
- Sticky snacks like lollies, dried fruit and muesli bars.
- **Fizzy drinks, including sparkling water.** Have them less often, and use a straw and ice.
- Acidic food and drink (citrus, wine), which soften enamel. **Wait 30 to 60 minutes** before brushing.
- Hidden sugars: check labels for syrup, honey, dextrose and similar.

You can't brush your way out of frequent sugar.

No matter how well you brush and floss, having sugar often puts you at high risk of cavities. Only a small number of people with naturally very thick enamel seem to get away with it.

What counts as a sugar attack?



Every time you eat or drink something sugary, including juice, flavoured milk, sweetened coffee, biscuits or dried fruit. Each new sip or snack starts the clock again, so sipping a soft drink over an hour adds up to many attacks, not one.

Healthy habits from *the very first tooth*

Children who start early often grow up relaxed about the dentist. We keep visits gentle, fun and positive.

UNDER 18 MONTHS

Water only

Clean teeth with a soft baby toothbrush and water. No toothpaste unless we advise it.

18 MONTHS TO 5 YEARS

Low-fluoride paste

A pea-sized amount of children's low-fluoride toothpaste. Spit, don't rinse.

6 YEARS AND UP

Regular paste

A pea-sized amount of standard fluoride toothpaste, just like the grown-ups.



Fissure sealants: a protective coat for back teeth

The chewing surfaces of back teeth have deep grooves that trap food and are hard to clean. A sealant is a thin, tooth-coloured coating that seals them. It's quick and painless, with no drilling or needles, and is often recommended when adult molars come through around ages 6 and 12.

- **First visit** by their first birthday, or when the first teeth appear
- **Water is best** between meals; keep juice and cordial for special occasions
- **Help them brush** until about age 8
- **Mouthguards** for kids who play sport
- **No bottles in bed:** milk or juice pooling on teeth overnight causes decay
- **Medicare Child Dental Benefits:** ask us whether your child is eligible



Your child's first visit

Before the visit, watch a YouTube video together of a favourite cartoon character going to the dentist, so your child knows what to expect. Let them know we'll ask them to open wide, count their teeth together, and give them a little present at the end. Talk about the dentist positively at home, and avoid words like "hurt" or "needle".

Care that fits *your budget*

Money shouldn't stand between you and a healthy smile. You'll always know the cost before treatment begins, and we can help you spread it out.

0%

interest payment plans

\$49 one-off admin fee, and that's it

- No interest, ever, and no other fees or hidden charges
- Spread the cost of your treatment into manageable payments
- **Use your health fund rebate as your deposit**
- Our team will set it up with you. Subject to approval.

HOW A PAYMENT PLAN WORKS

1 Get your plan and a health fund quote showing your out-of-pocket cost.

2 Set it up with reception. Your fund rebate can be the deposit. One-off \$49 admin fee.

3 Start treatment and pay in regular instalments, interest-free.

Health fund quote, always

We'll always do a health fund quote before treatment, so you know your estimated out-of-pocket cost.

Claim on the spot

Bring your health fund card and claim on the day. You pay only the gap.

Plan around your cover

We can stage larger treatment across calendar years to make the most of your annual limits.

All health funds welcome

We also welcome **DVA** (Department of Veterans' Affairs) patients and children eligible for the **Child Dental Benefits Schedule (CDBS)**.

PREFERRED PROVIDER

Bupa

Medibank

nib

Smile.com.au

Westfund

Turn the page to see what this means for you.

Make the most of *your cover*

As a preferred provider, we've agreed set fees with these funds, so members often pay less, and for many check-ups and cleans, nothing at all. Bring your card and claim on the spot.

Platinum practice · both clinics



The only Bupa Platinum practice in Mitchelton & Everton Park

Eligible members with hospital & extras cover get 100% back on check-ups, X-rays, scale & cleans and custom mouthguards. Under-25s on a parent's hospital & extras policy generally get 100% back on all treatment. Includes HBA, MBF and Mutual Community.



Mitchelton clinic

100% covered for 2 check-ups, 2 cleans and 2 X-rays a year, plus 1 mouthguard. Have your check-ups **any time** in the year; they don't need to be 6 months apart.



Both clinics

100% covered for preventive care, including check-ups, cleans and fissure sealants.



Both clinics

Set, agreed fees, so you know your out-of-pocket cost upfront. Also for AAMI, Apia, Suncorp, Qantas, ING, Priceline, GU Health, Real and Seniors health insurance.



Both clinics

Set, agreed fees through the Smile.com.au network, which also covers members of the funds below.

ALSO THROUGH SMILE.COM.AU



Use it or lose it. Most funds reset your annual dental limits on 1 January, so book before the end of the year to use what you've already paid for.

Not sure what you're covered for? Just ask. We can check your cover and give you a quote through HICAPS before treatment.

The little extras, *just for you*



Comfort on request

Blanket, neck pillow, headphones or sunglasses. Just ask.



Never rushed

Time for every question, at every visit.



Friendly reminders

A text when you're due, so there's nothing to remember.



Take-home notes

Clear aftercare advice after every treatment.



We check in

A follow-up call after bigger treatment to see how you're going.



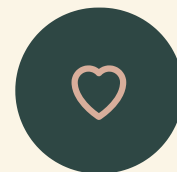
Family bookings

The whole family, back to back, in one trip.

THANK YOU FOR YOUR REFERRALS

We grow by *word of mouth*.

Most of our new patients come to us because a friend or family member recommended us. If you're happy with your care, the nicest thing you can do is tell the people you care about. We truly appreciate every referral.



Share our details or the booking link with family and friends



FIND US

We can't wait to *meet you*

900+ five-star Google reviews · 7,000+ check-ups every year

EVERTON PARK

538 South Pine Road, Everton Park QLD 4053

(07) 3355 1422

info@swishdental.com.au

MITCHELTON

Suite 1/17 Blackwood Street, Mitchelton QLD 4053

(07) 3354 3341

mitchelton@swishdental.com.au



Book online

Scan to choose your clinic and a time that suits.

swishdental.com.au

info@swishdental.com.au

THANK YOU FOR CHOOSING SWISH DENTAL