

# NSW Health Digital Denture Program Snapshot

Bega, Moruya, Albury, Griffith & Broken Hill  
Program period: October 2023 – October 2025

## Bringing digital dentures to regional NSW

Smilogy Public Health partners with NSW Health services to deliver digital dentures for public patients across five regional hubs:

- Bega
- Moruya
- Albury
- Griffith
- Broken Hill

Every patient in this program is treated using Smilogy's fully digital workflow – 3D scanning, computer-aided design and Australian-made dentures – creating a fast, consistent and repeatable pathway for complex denture care.

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## Key numbers at a glance

- **535** NSW public patients treated with digital dentures
- **5 regional hubs** across Southern, Murrumbidgee & Far West NSW
- **Over 700 digital dentures designed, manufactured or reprinted**
- For new denture courses in this period:
  - **~80%** of patients received one denture
  - **~20%** received two or more dentures (e.g. upper + lower)
- **Around 1 in 6** patients required a **digitally managed remake or reprint**
- In a tracked NSW cohort:
  - **61%** completed treatment in **2 visits**
  - **89%** completed in **3 visits or fewer**
  - **100%** completed in **4 visits or fewer**

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## 1. Scale and reach across NSW Health

Between October 2023 and October 2025, Smilogy delivered digital denture care to 535 public patients across five NSW Health sites:

- **Bega** - the largest hub, servicing a broad South Coast catchment
- **Moruya** - coastal regional centre
- **Albury** - cross-border regional hub
- **Griffith** - Riverina agricultural region
- **Broken Hill** - remote Far West centre

This footprint shows that a single mobile prosthetist with a digital workflow can support **multiple Local Health Districts**, including remote and cross-border locations.

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## 2. How many dentures are we providing?

Across these NSW Health sites, the program has produced:

- **Over 700 digital dentures** in total, including new dentures and digitally reprinted dentures.

Looking specifically at patients **starting new dentures during this period**:

- **Around four in five** received **one denture** (single arch)
- **Around one in five** received **two or more dentures** – typically full upper and lower dentures, or staged multi-denture treatment

This mix reflects a combination of **full-mouth rehabilitation** and **targeted single-arch treatment** tailored to each patient's clinical need.

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### 3. How many visits does treatment take?

A detailed analysis of recent NSW cases (28 consecutive denture patients from May 2025 onwards) shows:

- **61%** of patients completed their denture treatment in **just 2 visits**.
- **89%** completed in **3 visits or fewer**.
- **All patients** in the sample completed treatment in **4 visits or fewer**.

For a typical NSW Health patient, the pathway looks like:

- **Visit 1 – Assessment & 3D scan**
- **Visit 2 – Denture issue** (often including try-in and issue in the same visit)
- **Optional visits – Adjustments or refined reprints, if needed**

This is particularly important for **regional and remote communities**, where each extra trip represents real cost and effort for patients, carers and transport providers.

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### 4. Remakes, reprints and quality assurance

In any denture program, some patients need further refinement after their initial issue.

Within the NSW Health digital denture program:

- **Around 1 in 6 patients** required at least one remake or reprinted denture.

Because the workflow is fully digital:

- Original **scans and designs are stored**, so remakes are generated from existing data.
- There is **no need to restart from scratch**, reducing both chair time and patient inconvenience.
- Adjustments and reprints are scheduled into **planned outreach blocks**, rather than ad-hoc trips.

This demonstrates that the program can maintain high quality and patient comfort while still keeping visit numbers low.

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## 5. Why this model works for NSW Health

The NSW program shows that a digital denture model can:

- **Deliver complex prosthetic care in regional and remote settings**
  - **Minimise travel and disruption** for vulnerable patients
  - **Standardise quality** through digital design and Australian manufacture
  - **Provide transparent, data-backed reporting** on patient volumes, dentures delivered, visits per case and remake rates
  - **Scale across multiple Local Health Districts** using the same mobile clinician and centralised lab support
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## Summary

- **535 NSW public patients**
- **5 regional hubs**
- **Over 700 digital** dentures designed, manufactured or reprinted
- **Most patients complete treatment in 2–3 visits**
- **Remakes managed digitally**, without starting again

This NSW Health experience demonstrates how Smilology’s “**smile + technology**” approach can be embedded into public systems to deliver **modern, efficient denture care** to regional and remote communities.