

NSW Health Digital Denture Program Snapshot

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

Bringing digital dentures to regional NSW

Smilog 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 Smilog's fully digital workflow – 3D scanning, computer-aided design and Australian-made dentures – creating a fast, consistent and repeatable pathway for complex denture care.

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, Smilog 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 prosthodontist with a digital workflow can support **multiple Local Health Districts**, including remote and cross-border locations.

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.

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

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 Smilog's "**smile + technology**" approach can be embedded into public systems to deliver **modern, efficient denture care** to regional and remote communities.