

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

About

Smilology Public Health partners with health services to deliver **modern, digital dentures** for public patients – particularly in **regional, rural and remote communities**.

Instead of traditional impressions and long waits, Smilology uses a **fully digital workflow**:

1. **3D scan** – no messy impressions
2. **Digital design** – computer-aided denture design
3. **Australian manufacture** – local, quality-controlled production
4. **Digital file storage** – dentures can be remade or reprinted quickly if needed

This model allows health services to **treat more patients, with fewer visits, closer to home**.

At a glance – what we've delivered so far

Across NSW and Tasmania, Smilology Public Health has:

- Treated over 900 public patients with digital dentures
- Delivered well over 1,300 individual dentures
- Completed most patient journeys in 2–3 visits
- Managed remakes and refinements digitally, without starting from scratch

Successfully operated across:

- 5 NSW Health hubs
- 2 Tasmanian public clinics
- 2 Aboriginal community health partners

In short: We've shown that **digital dentures work at scale** in public systems – from coastal towns to remote inland communities.

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

Why digital dentures for public health?

Challenges with traditional denture models

Public denture programs often face:

- Long waiting lists
- Multiple visits for impressions, try-ins and adjustments
- Travel burden for patients in regional and remote areas
- Limited ability to rapidly replace lost or broken dentures
- Difficulty reporting activity and outcomes in a consistent way

How Smilog's model helps

Smilog Public Health is designed to be:

- **Fast** – fewer visits, streamlined workflow
- **Local** – clinics run in existing health facilities
- **Repeatable** – digital files allow quick remakes and replacements
- **Measurable** – data on patient numbers, visits, dentures and remakes is captured and reportable

This approach supports **equity, efficiency and accountability** for health services.

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

NSW Health – Digital Denture Program

Where we work

Smilog Public Health provides digital denture clinics for NSW Health across five regional hubs:

- Bega
- Griffith
- Moruya
- Broken Hill
- Albury

Program period analysed: **October 2023 – October 2025.**

NSW program – headline outcomes

- 535 NSW public patients treated with digital dentures
- Over 700 digital dentures designed, manufactured or reprinted
- 5 regional hubs spanning Southern, Murrumbidgee and Far West NSW
- Around 1 in 6 patients required a digitally managed remake or reprint

In a recent NSW cohort:

- 61% completed in 2 visits
- 89% completed in 3 visits or fewer
- 100% completed in 4 visits or fewer

What a typical NSW patient journey looks like

Visit 1 – Assessment & 3D scan

- Conducted at the local public health clinic
- Scan replaces traditional impressions

Visit 2 – Denture issue

- New dentures fitted, adjusted and issued

Optional visits – Review or digital reprint

- Only required for comfort adjustments or refinements

For most NSW public patients, the **entire denture journey is complete in 2–3 visits.**

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

Tasmania – Devonport & Burnie Digital Denture Program

Where we work

In Tasmania, Smilogy Public Health operates digital denture clinics in:

- Devonport
- Burnie

Program period analysed: **August 2024 – November 2025.**

Tasmanian program – headline outcomes

- 364 Tasmanian public patients treated with digital dentures
- Over 590 individual dentures manufactured
- 2 regional hubs in the state's North West: Devonport & Burnie
- Around 15% of patients required a remake or reprint

Visits and patient pathway

A detailed analysis of Tasmanian patients (May–October 2025) showed:

- 41% of patients finished in 2 visits
- 78% finished in 3 visits or fewer
- 89% finished in 4 visits or fewer
- 99% finished in 5 visits or fewer

The practical pathway is the same as NSW: scan, design, issue, adjust, usually within 2–3 appointments.

Why this matters for Tasmania

- Reduced travel for older and medically complex patients
- Faster completion of treatment
- Ability to plan block clinics in Devonport and Burnie, with scheduled review trips to manage adjustments and remakes efficiently

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

Aboriginal Health Partnerships – Bourke & Narooma/Katungal

Partnering with Aboriginal community health services

Smilog Public Health also runs digital denture clinics in partnership with Aboriginal health services in:

- Bourke
- Narooma/Katungal

Program period analysed: **May – November 2025.**

Aboriginal health program – headline outcomes

- 41 Aboriginal health patients treated
- More than 60 digital dentures manufactured
- Majority of patients received both upper and lower dentures
- Only one digitally managed remake across all 41 patients

Why the model suits Aboriginal health settings

- Care is delivered on Country, within familiar services
- The 2–3 visit pathway reduces travel and disruption
- High proportion of full-mouth rehabilitation helps restore:
 - Eating and nutrition
 - Speaking and social confidence
- Digital records support simple replacement or refinement if dentures are lost, damaged or need adjustment.

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

How the Smilology model works in practice

Clinical workflow

1. Referral / waitlist
 - Patients are identified and scheduled for Smilology clinic days
2. On-site clinic days
 - Smilology's prosthodontist runs clinics at existing health facilities
 - Patients are scanned and assessed on-site
3. Digital design & manufacture
 - Dentures are designed digitally
 - Manufactured in Australia under consistent quality protocols
4. Issue & review
 - Dentures are fitted at follow-up clinics
 - Adjustments and, where necessary, digital reprints are planned into subsequent visits

Digital advantages for health services

1. No physical impressions to store or transport
2. Digital files can be reused for:

- Remakes
- Reprints after loss or damage
- Future upgrades

3. Clear data reporting:
 - Patients treated
 - Dentures delivered
 - Visits per patient
 - Remake rates

This makes it easier for health services to **monitor performance and plan future clinics**.

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

Benefits for Health Services & Patients

For Health Services

- Scalable model that can be deployed to multiple sites
- Efficient use of chair time – most patients complete care in 2–3 visits
- Data-backed reporting on activity and outcomes
- Australian manufacture and standardised workflows
- Ability to target long-wait denture lists in regional and remote areas

For Patients

- Fewer visits, less travel
- Modern digital process – no messy impressions
- Access to high-quality dentures in local facilities
- Option for rapid remakes if dentures are lost, broken or need refinement

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

Partnering with Smilogy Public Health

Smilogy Public Health works with health services to design a model that fits **local needs and capacity**.

Possible partnership options include:

- **Block clinics** – intensive clinic blocks to rapidly reduce denture waiting lists
- **Regular outreach rotations** – scheduled visits across multiple locations (e.g. monthly or quarterly)
- **Integrated Aboriginal health programs** – community-controlled partnerships using the same digital platform
- **Joint reporting** – shared data on activity and outcomes for internal and external reporting

What we provide

- Experienced prosthetists and clinical leadership
- Digital scanning and clinical protocols
- Australian-based denture manufacture
- Data and reporting to support planning and evaluation

What we need from partners

- Clinic space within existing facilities
- Local coordination (bookings, transport and follow-up support)
- Clear referral pathways and eligibility criteria

Digital Dentures for Public Patients

Program Overview & Results – NSW & Tasmania

Where smile meets technology in public health.

Next steps & contact

Smilology Public Health can work with your service to:

- Review current denture waiting lists
- Identify priority locations and populations
- Plan a staged rollout of digital denture clinics
- Provide outcome reporting to support ongoing funding and expansion

Contact:

Smilology Public Health

Email: publichealth@smilology.com.au

Phone: 1300 247 867

Web: smilology.com.au/public-health