



SVT
Health & Wellness
A branch of Seldovia Village Tribe

*Partnering in
the Journey!*

Patient Scheduling Policy

We have more patients who need care than we have room in our daily schedule to provide. When a patient does not show up for their appointment or cancels too close to their scheduled time, we are unable to fill this appointment time with another patient who desperately needs health care. This policy is our attempt to ensure that both you and our other patients receive the care that you need.

Broken Appointments: Patients are only allowed ONE broken appointment in a 12 month time period.

- Broken appointments are any time you are scheduled for an appointment and you do not show for that appointment.
- Late cancelations are considered broken appointments. If you need to cancel your appointment, we ask that you please call us at least 12 hours before your appointment time.
- Late arrivals are also considered broken appointments. If you do not arrive within 5 minutes after the start time of your appointment, it will be given to another patient.

Appointment Confirmation: You must call to confirm your appointment by 4:30 p.m. the business day before your appointment. It is your responsibility to call. If you do not call to confirm at least 24 hours before the start of your appointment, we will give your appointment away to another patient. This will be considered a broken appointment.

If for any reason, a patient misses their appointment or cancels late twice in a 12 month period, they will not be *scheduled* another appointment. These patients are still welcome to receive their health care from us. Patients who have broken two appointments with us can either call us in the morning for a “same day appointment,” or they may come to our clinic as a “walk-in patient.” We always do our best to work our walk-in patients into the schedule as long as it does not interfere with the care of previously scheduled patients; however there is no guarantee that you will receive an appointment as a “walk-in”.

SVT Health & Wellness Locations:

Homer, Alaska 99603 • 880 East End Road | 907.226.2228 | fax: 226.2230
Anchor Point, Alaska 99556 • 34361 Old Sterling Highway | 907.226.2238 | fax: 226.2336
Seldovia, Alaska 99663 • 206 Main Street | 907.435.3262 | fax: 234.7880

www.svthw.org