



**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 needs health care. This policy is our attempt to ensure that all patients receive the care they need.

Appointment Confirmation: Our staff will attempt to call you a day in advance of your scheduled appointment as a helpful reminder; however, it is your responsibility to ensure that you remember your appointment date and time.

Broken Appointments: Patients may only miss/break one (1) appointment within a 12-month time period.

- Broken appointments are any time an appointment is scheduled and the patient does not show up for that appointment.
- Late cancelations are considered broken appointments. We require at least 24 hours notification before the appointment time to cancel or re-schedule.
- Late arrivals are also considered broken appointments. If arriving 5 minutes or more after the start time of the appointment, it may be given to another patient.

A patient who misses their appointment, or cancels late twice in a 12 month period, may no longer schedule appointments in advance; however, they are welcome to call the clinic in the morning for a “same-day” appointment (medical only), or come to our clinic as a “walk-in patient” (medical and dental).

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

SVT Health & Wellness provides comprehensive medical and dental care to all patients in the communities of Seldovia, Homer and Anchor Point. Discounts are available to all patients who qualify, based on income and family size.