



Incorporating whole body, mind and spirit wellness and healing by looking at the whole person.

Svt Health & Wellness provides comprehensive medical and dental care to residents of Homer, Anchor Point and Seldovia.

As a federally recognized Community Health Center, SVT Health & Wellness offers medical and dental services at a significantly reduced rate to qualifying patients based on family size and income.

Online at svthw.org

SVT Health & Wellness Locations:

Homer: 880 East End Road, 226-2228

Anchor Point: 34361 Old Sterling Hwy, 226-2238

Seldovia: 206 Main Street, 435-3262

(907) 226-2228

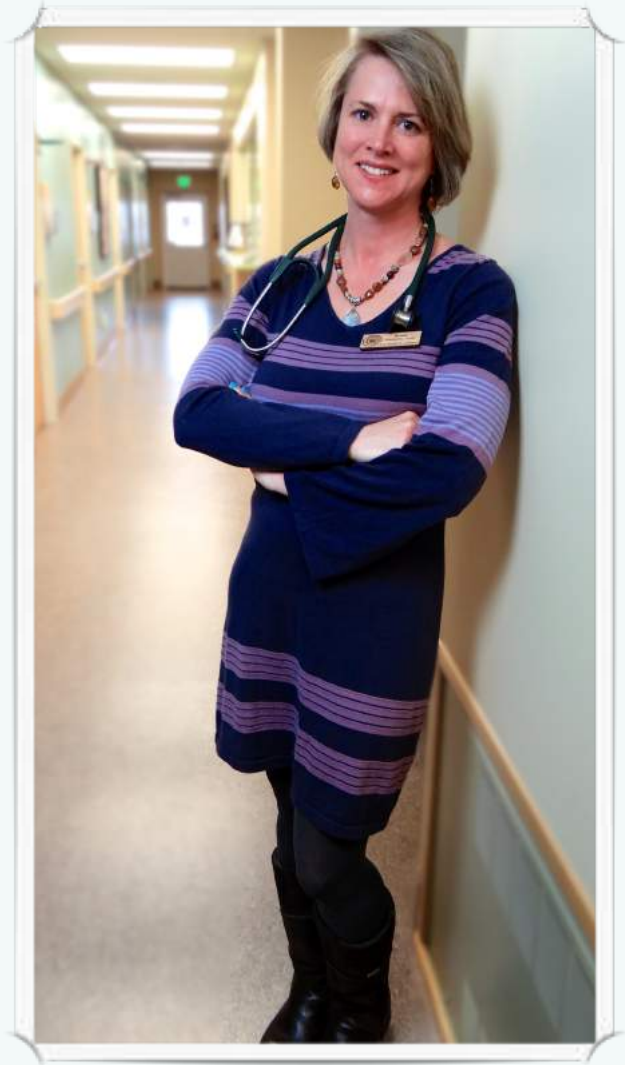
Medical Fax: (907) 226-2230

Dental Fax: (907) 226-2313

SVT Health & Wellness is a weapons free campus. The concealment or transport of weapons by patrons is not allowed on SVT Health & Wellness property.



Patient Rights & Responsibilities



Our Patients' Rights

Service—Receive equitable service regardless of your race, sex, religion, age, ethnic background, linguistic preference, education, social class, economic status, sexual orientation or disability.

Respect and Freedom from Abuse—Be treated with consideration and respect.

Privacy—Be assured of privacy as it relates to personal, physical, social, religious and psychological well being within the constraints of the clinic setting.

Confidentiality—Be assured of strict confidentiality in personal matters, interpersonal relations, written records and access to your medical records.

Information—Request and be given information about your diagnosis, treatment, prognosis and probable consequences of treatment. To know any other significant information that would enable you to give informed consent and to review records pertaining to your care.

Choice—Be involved in the planning of medical services you are to receive and to consent to or refuse treatment (within limits of the law). Request to be seen by the provider of choice if the schedule and medical condition allow.

Continuity of Care—Referral to other services and agencies that are necessary for continuity of care.

Billing—Obtain questions and discuss a full accounting of charges for your medical care, regardless of source of payment.

Grievances—The ability to file a complaint about service-related issues or the treatment being provided, and to request assistance in filing of a complaint.

Rules and Regulations—Know what rules and regulations apply to your conduct as a patient and to have representation in the formulation of rules and regulations that will govern you as a patient.

Advance Directive—To have a written plan for treatment at the end of life or other times when you are unable to speak for yourself.



Our Patients' Responsibilities

- Arrive on time for appointments.
- Respond when contacted for confirmation, or call 226-2228 at least 48 hours in advance of appointment to avoid cancellation penalties.
- Provide accurate and complete information regarding your health status.
- Share in health care decision-making and participate in the development of a mutually agreed upon treatment plan with your health care provider.
- Maintain as healthy a lifestyle as possible and follow through with a treatment plan you agree with.
- Treat other patients and staff with respect and courtesy.
- Ask questions about anything you do not understand.
- Let us know how we're doing by filling out a patient satisfaction survey.
- Provide up-to-date contact information including the best way to reach you.
- To take financial responsibility for payment of charges including:
 - Bringing your insurance card each time you come to the clinic for services if you are insured.
 - Understanding your insurance plan and its coverage.
 - Paying all co-payments and deductibles at the time of your visit.
 - Bringing in documentation of eligibility for a discount in a timely manner.
 - Applying for medical benefits that will help pay for your health care services if requested by clinics.
 - Contacting the Billing Department immediately to make payment arrangements if you cannot pay: 226-2228.

