



El Camino Women's Medical Group

Obstetrics, Gynecology, Infertility & Minimally Invasive Surgery

Patient Portal

El Camino Women's Medical Group uses eClinicalWorks as our electronic medical record.

You should receive an email from eClinicalWorks on how to set one up. If you don't get an email, please confirm with our staff that we have your correct email address (info@elcaminowomen.com).

The Patient Portal:

You can access the Patient Portal from our website or through a phone app called Healow.

From the Patient Portal you can:

- See all your upcoming appointments
- Review information from previous appointments, lab and test results
- Update your demographics, pharmacy information, medications and allergies
- Request refills on medications
- Send eMessages to the staff or your doctor and they can reply directly to you as well (only for non-urgent issues)

Paying your bills

When you receive a statement for your care, you can send in payment with check or credit card. You can also pay online through our website (www.ElCaminoWomen.com)

The screenshot shows the website header with the logo and navigation links: ABOUT US, PATIENT EDUCATION, SERVICES, MORALISA, OFFICE INFO. Below the header is a search bar and social media icons. The main content area features a banner with the text "Personalized, comprehensive care, from women to women." Below the banner is a navigation bar with four icons: a calendar for "Book an Appointment", a person for "Patient Portal", a document for "Women's Health Blog", and a dollar sign for "Pay with PayPal". Two large arrows point from the text "Patient Portal" on the left and "Pay Online" on the right to the respective icons in the navigation bar.

Financial Policies

As part of your consent for treatment in our office, you agree to responsibility for the cost of your care. We do our best to understand your plan, properly bill your insurance and direct you to provider and lab services in network for your insurance. However, the final responsibility lies with you. Please remember to:

- Update our office with any change of name, address or insurance inform
- Pay your bills on time, we assess a \$20 fee if we need to send out an additional invoice
- If you need to reschedule (or cancel) your appointments, give us a full business days' notice or you will be subject to a \$100 cancellation fee.

To review all our office policies, you can find them online at: <http://elcaminowomen.com/Office-Policies.html>