



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:

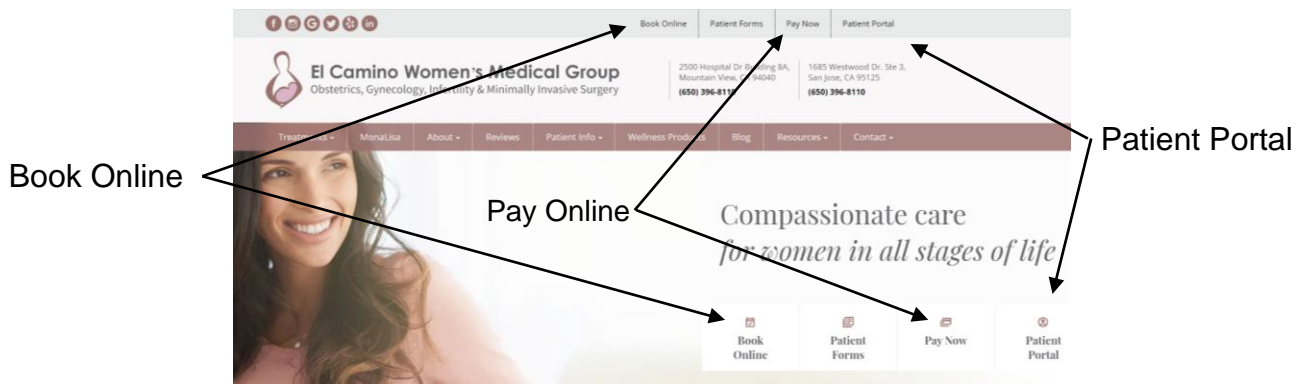
You can access the [Patient Portal](#) from our website or through a phone app called [Healow](#).

From the Patient Portal and Healow you can:

- See all upcoming appointments, information from past appointments, labs and test results
- Update your demographics, pharmacy information, medications and allergies
- Request refills on medications
- Send eMessages to the staff or your doctor and get replies (only for non-urgent issues)
 - You should call for all urgent issues, even after hours: 650-396-8110
- Attend your televisits, as long as your camera and sound settings allow
- For Healow, our practice code is: DGFCBA

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)



Financial Policies

As part of registration for care with our practice, 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 providers 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 \$45 cancellation fee.

You can find all our office policies online at: <http://elcaminowomen.com/Office-Policies.html>