

Welcome to El Camino Health



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El Camino Health Is a Place of Healing & Mutual Respect

Aggressive Behavior Will Not Be Tolerated



For the safety of all of our patients and staff, any of these behaviors may lead to one or more persons being removed from the property and prosecuted to the full extent of the law.

Welcome Message from Dan Woods, Chief Executive Officer, El Camino Health



Welcome to El Camino Health. We are honored that you have chosen us as your partner in health and wellness. At El Camino Health, our mission is to deliver high-quality, compassionate care

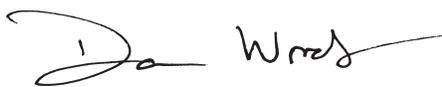
that puts patients and families at the center of everything we do.

Whether you are visiting us for preventive care, specialty services, or ongoing treatment, our goal is to ensure you feel supported, informed and confident in your care every step of the way.

Through our integrated network of physicians, advanced technology and dedicated care teams, we are committed to providing seamless, coordinated care close to home. This patient guide is designed to help you navigate our services, understand what to expect and make the most of the care available to you.

Thank you for trusting us with your health. We look forward to serving you and your family.

Warm regards,



Dan Woods
Chief Executive Officer
El Camino Health

Welcome Message from Alan Muster, MD, President, El Camino Health Medical Network



Welcome to the El Camino Health Medical Network. As president of the medical network, I am proud to lead a community of physicians and care teams who are deeply committed to

delivering exceptional, patient-centered care. Our physicians work collaboratively across specialties to ensure you receive thoughtful, coordinated treatment tailored to your individual needs.

We believe strong relationships between patients and their care teams are essential to achieving the best possible outcomes. Through close collaboration, shared information, and a focus on prevention and wellness, our goal is to make your healthcare experience as seamless and supportive as possible.

Thank you for choosing the El Camino Health Medical Network. We are honored to be part of your healthcare journey.

Sincerely,



Alan Muster, MD
President
El Camino Health Medical Network

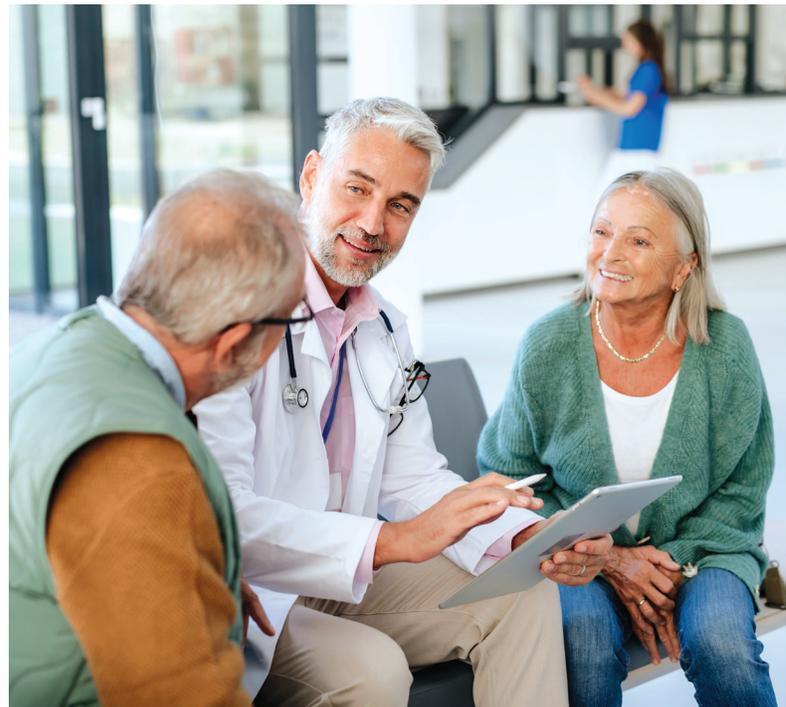
Welcome to El Camino Health

As your trusted healthcare partner, El Camino Health is here to meet your care needs. Through the El Camino Health Medical Network, we provide seamless, comprehensive primary and specialty care at locations throughout Greater Silicon Valley. Our multi-specialty provider network supports patients of all ages and stages with convenient, coordinated care close to home, making it easy to access care across multiple locations while ensuring your providers are connected, informed and working together on your behalf.

Our experienced physicians are supported by the resources of two not-for-profit acute care hospitals in Mountain View and Los Gatos — each recognized for high-quality care, exceptional patient experience, and clinical expertise. We foster a culture of collaboration among our specialists and primary care doctors, who work as a team to support your total health.

This handbook will help you learn about our network and choose the care locations that are most convenient for you. We look forward to caring for you and your family.

For questions or more information, please call our care team at **408-871-3400** or visit elcaminohealth.org/services/primary-care.



Find Care Today / Patient Resources

Find a Doctor – Establish a relationship with an El Camino Health Medical Network physician. You can schedule visits online with our physicians in person or as a Video Visit.



Please Note: To ensure coverage, many insurance plans require patients to visit their primary care provider for a referral prior to scheduling specialty care.

Find Locations – View care locations in your neighborhood.



Need to Transfer Your Medical Records? – Many health system medical records should already be accessible in our Epic system. Please confirm at time of scheduling to ensure all necessary records are received prior to your initial appointment. Otherwise follow the Authorization Request process through your previous provider.

Patient Services – 408-871-3400 – (For non-emergencies)

Hours: Monday – Friday 9 a.m. to 5 p.m.

- Billing and payments: Call the patient services number if you have questions about your insurance.

Language Assistance Services – 408-871-3400 – We offer interpreters and translated materials to make sure everyone can communicate clearly with their healthcare team.

Lab Locations

McKee Draw Station | 227 North Jackson Avenue, San Jose, CA 95116 | **408-871-3571**

Hours: Monday – Friday: 8 a.m. – 4:30 p.m. (Closed for lunch 11:30 a.m. – 1 p.m.)

No appointment needed

Willow Glen Lab Draw Station | 625 Lincoln Avenue, San Jose, CA 95116 | **408-871-5270**

Hours: Monday – Friday: 7:30 a.m. – 4:45 p.m. | Saturday: 8 a.m. – 11:45 p.m.

No appointment needed

Primary, Urgent and Specialty Care Locations

El Camino Health Hospitals

Mountain View Hospital
2500 Grant Road, Mountain View

Los Gatos Hospital
815 Pollard Road, Los Gatos

El Camino Health Urgent & Walk-In Care

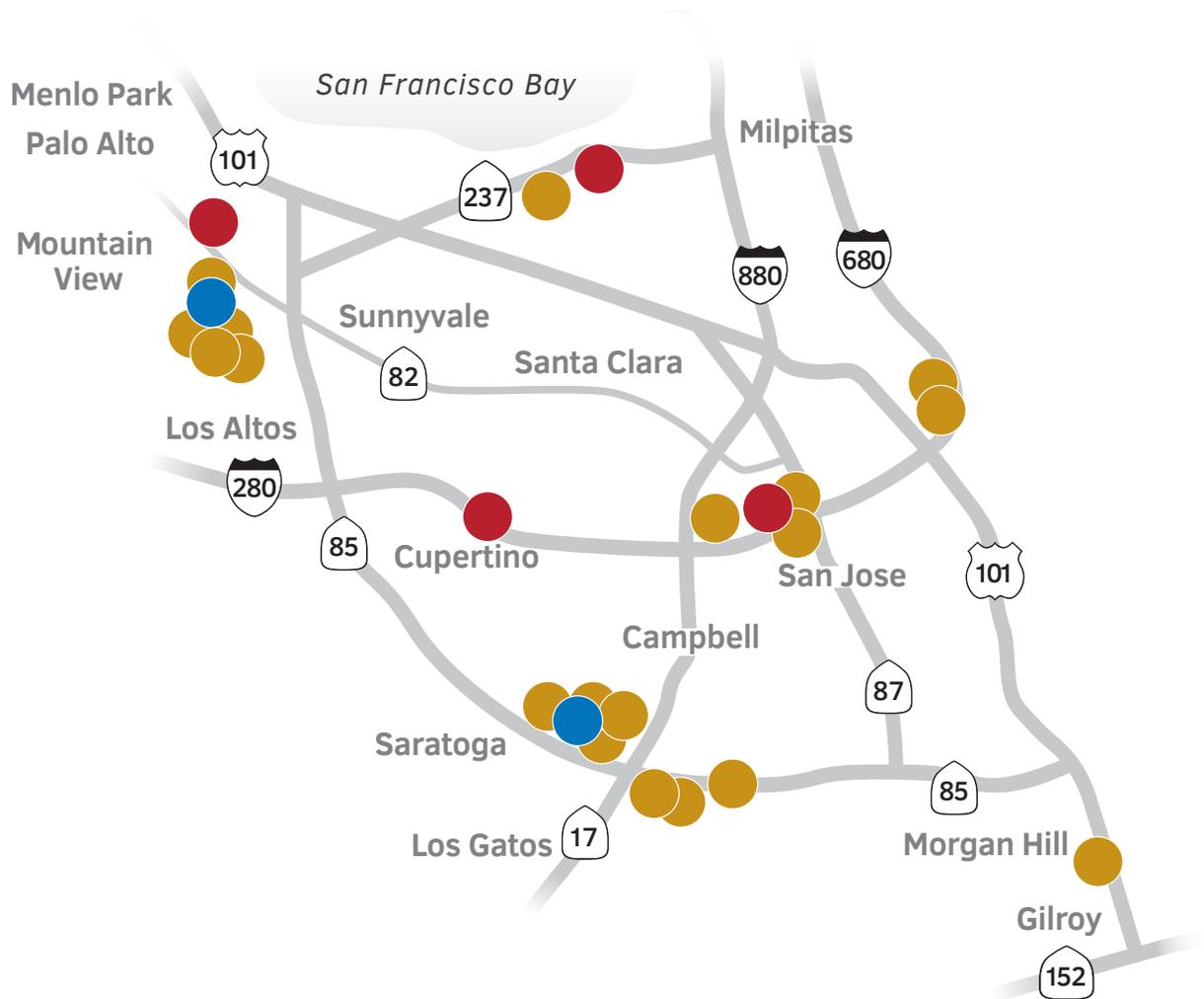
Urgent Care Mountain View
1150 West El Camino Real, Mountain View

Urgent Care Cupertino
19600 Vallco Parkway, Suite 170, Cupertino

Urgent Care First Street
4150 North First Street, San Jose

Urgent Care Willow Glen
625 Lincoln Avenue, San Jose

- Hospital
- Urgent & Walk-In Care
- Primary & Specialty Care



LOS GATOS

El Camino Health Midwives
777 Knowles Drive, Suite 11

El Camino Health Orthopedics Knowles
555 Knowles Drive, Suite 219

Primary Care Knowles
555 Knowles Drive, Suite 109

Specialty Care Parr
700 West Parr Avenue, 1st Floor, Suite A

Breast Surgery Dardanelli
320 Dardanelli Lane, Suite 17

Specialty Care Dardanelli
320 Dardanelli Lane, Suite 22

Urology – Dardanelli
320 Dardanelli Lane, Suite 23b

MORGAN HILL

Primary and Specialty Care Morgan Hill
16130 Juan Hernandez Drive, Suite 100

MOUNTAIN VIEW

El Camino Health Cardiothoracic Surgery
2490 Hospital Drive, Suite 210

El Camino Health Cardiovascular Specialists
2490 Hospital Drive, Suite 311

Primary Care Cedar
2660 Grant Road, Suite E

Primary Care Cuesta
2204 Grant Road, Suite 203

Specialty Care Sobrato
Sobrato Pavilion, 2495 Hospital Drive
Suites 450 and 460

Specialty Care South Drive
515 South Drive, Suite 12

Specialty Care Melchor
2490 Hospital Drive, Suites 211 and 309

Urology – Sobrato
Sobrato Pavilion, 2495 Hospital Drive, Suite 425

SAN JOSE

Primary and Specialty Care First Street
4150 North First Street

Primary and Specialty Care McKee
227 North Jackson Avenue, Suite 100

Primary and Specialty Care Samaritan
2577 Samaritan Drive, 2nd Floor
Suites 820 and 860
Suite 840 for Nutrition Services

Primary and Specialty Care Willow Glen
625 Lincoln Avenue

1st Floor – Urgent Care, Lab and Radiology
2nd Floor – Primary and Specialty Care

Primary and Specialty Care Winchester
828 South Winchester Boulevard

Urology – 2460 Samaritan
2460 Samaritan Drive

Urology – Figueres
200 Jose Figueres Avenue, Suite 425

Urology – Bascom
75 North Bascom Avenue, Suite 210

Imaging Services Locations — Hospitals

Appointments are required for all services except for X-ray.

■ No stereotactic-guided breast biopsy. Ultrasound-guided core breast biopsy available.

Los Gatos Hospital

815 Pollard Road
Los Gatos, CA
Phone: **408-866-4075**

Available Services:

- High Field MRI 1.5 T
- PET/CT
- CT
- U/S
- Mammo
- 3D/Tomo
- Fluoro
- X-ray

Mountain View Hospital

2500 Grant Road
Mountain View, CA
Phone: **650-940-7050**

Available Services:

- High Field MRI 1.5 T
- High Field MRI 3.0 T
- PET/CT
- CT
- U/S
- Mammo
- 3D/Tomo
- DEXA
- Fluoro
- X-ray



Imaging Services Locations — Clinics

Appointments are required for all services except for X-ray.

■ No stereotactic-guided breast biopsy. Ultrasound-guided core breast biopsy available.

Urgent & Walk-In Care Cupertino

19600 Vallco Parkway
Cupertino, CA
Phone: **408-871-5090**

Available Services:

- X-ray

Urgent & Walk-In Care First Street

4150 North First Street
San Jose, CA
Phone: **408-871-5070**

Available Services:

- X-ray

Primary & Specialty Care McKee

227 North Jackson Avenue
San Jose, CA
Phone: **408-871-5250**

Available Services:

- X-ray

Urgent & Walk-In Care Mountain View

1150 West El Camino Real
Mountain View, CA
Phone: **650-988-7667**

Available Services:

- X-ray

Urgent and Walk-In Care Willow Glen

625 Lincoln Avenue
San Jose, CA
Phone: **408-871-5260**

Available Services:

- CT
- U/S
- Mammo
- 3D/Tomo
- DEXA
- X-ray



We're Here for You, Even After Hours

Emergency Care

A Mountain View Hospital

2500 Grant Road
Mountain View, CA 94040
Phone: **650-940-7000**
Emergency Department is open 24 hours

B Los Gatos Hospital

815 Pollard Road
Los Gatos, CA, 95032
Phone: **408-378-6131**
Emergency Department is open 24 hours

After Hours/Urgent Care

Don't wait for an emergency to find out where to go for care! Familiarize yourself with the locations of our hospitals and Urgent Care Centers.

C Urgent & Walk-In Care Mountain View

1150 West El Camino Real
Mountain View, CA, 94040
Phone: **650-988-7667**
Hours: 8 a.m. – 6 p.m.

D Urgent & Walk-In Care Cupertino

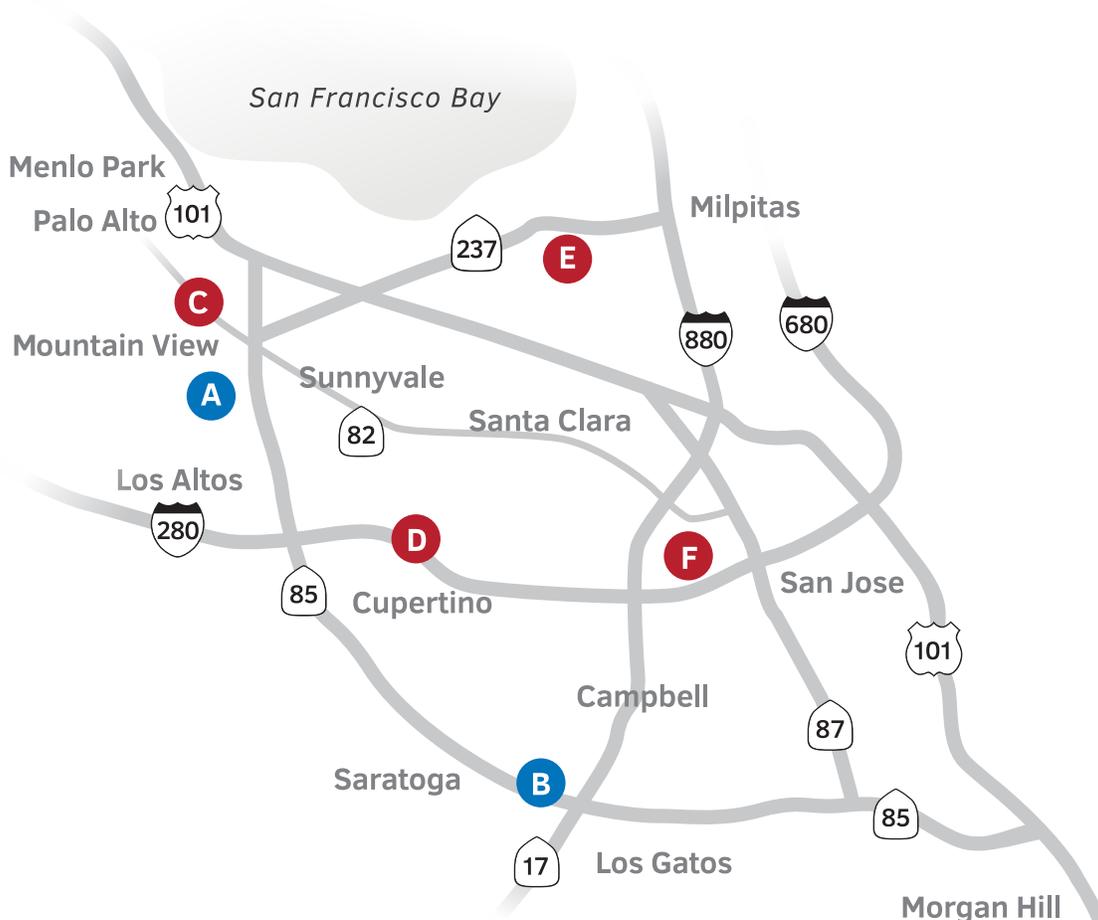
19600 Vallco Parkway, Suite 17
Cupertino, CA, 95014
Phone: **408-871-5090**
Hours: 8 a.m. – 6 p.m.

E Urgent & Walk-In Care First Street

4150 North First Street
San Jose, CA, 95134
Phone: **408-871-5070**
Hours: 8 a.m. – 6 p.m.

F Urgent & Walk-In Care Willow Glen

625 Lincoln Avenue
San Jose, CA, 95126
Phone: **408-871-5260**
Hours: 8 a.m. – 6 p.m.



Know Where to Go

Please call 911 or go to an Emergency Room when immediate care is needed for a life-threatening condition.

When to Use Urgent Care

- Allergies
- Animal Bites
- Back Pain
- Cold and Flu Symptoms
- Cough
- Ear Pain
- Emergency Contraception
- Fever
- Incision and Drainage
- Injury
- Minor Burns and Cuts
- Minor Eye Injury
- Pink Eye
- Rash
- Sexually Transmitted Disease Testing and Treatment
- Skin Infection
- Sprains and Strains
- Sutures
- Tetanus Vaccine
- Throat Pain
- Urinary Tract Infection Symptoms
- Wound Care

When to Go to the Emergency Room

- Abdominal Pain
- Chest Pain
- Dislocated Shoulder
- Dizziness, Sudden Confusion and Difficulty Seeing or Moving Your Body
- Head Injury
- Infant Less Than 1 Year Old with Fever Over 101 Degrees Fahrenheit
- Loss of Consciousness
- Open Fractures
- Poisoning
- Seizures
- Severe Allergic Reaction
- Severe Nausea, Vomiting and Dizziness with Diarrhea
- Shortness of Breath
- Spurting Blood or Uncontrolled Bleeding
- Stroke Symptoms: Facial Drooping, Arm Weakness and Slurred Speech
- Wheezing

We are not equipped to handle these symptoms in Urgent Care. If you experience any of these symptoms outside of our office hours go immediately to the nearest Emergency Room.

myCare Patient Portal



myCare, El Camino Health's secure digital patient portal, gives you personalized, 24-hour access to your healthcare.

Get more actively involved in your own healthcare with myCare. This secure online tool allows you to access your El Camino Health record from your computer, tablet, or smartphone. Patients of El Camino Health Primary Care, El Camino Health Specialty Care and El Camino Health Cancer Center can use myCare to:

- Gain secure access to your medical records, imaging and lab test results, and summaries of past appointments
- Exchange messages with your doctor
- Schedule appointments (some locations)
- Review prescriptions and request refills
- Check in for your appointment in advance through eCheck-in
- Receive email notifications whenever your care team updates your medical information
- See and pay your bill

Sign Up for myCare

If you are seeing one of our providers for the first time, you will receive a 15-digit activation code for myCare, typically included in a letter or after-visit summary.

To sign up:

1. Go to elcaminohealth.org/mycare.
2. Click the SIGN UP NOW button.
3. Have an activation code? Click on “Yes, I have a code.”
4. No activation code? Click on “No, I do not have a code” and follow the prompts. You will be asked to verify your identity through a third-party service.



Use this QR code to sign up for, or access, myCare on your phone.

Preparing for Your Appointment

We look forward to seeing you at your next appointment! Below are a few reminders of what we need from you to ensure your visit is as seamless as possible:

- A form of photo identification (driver's license, passport)
- Insurance card
- Copayment (credit card or debit card)

We are a cashless system. We require payment at the time of time of your appointment.

If you have any questions or concerns before you visit, please call us at 408-871-3400, Monday – Friday, 9 a.m. – 5 p.m.

Track, Schedule and Check Into Your Appointments

You can view details about your upcoming appointment, review previous appointments and schedule your next appointment with myCare. And you can check into your appointment in myCare via eCheck-in.

Need Assistance?

Email myCareHealth@elcaminohealth.org or call the Medical Records Office at **650-988-8366**. The office is open Monday through Friday 7:30 a.m. to 4 p.m. (*closed weekends and holidays*).

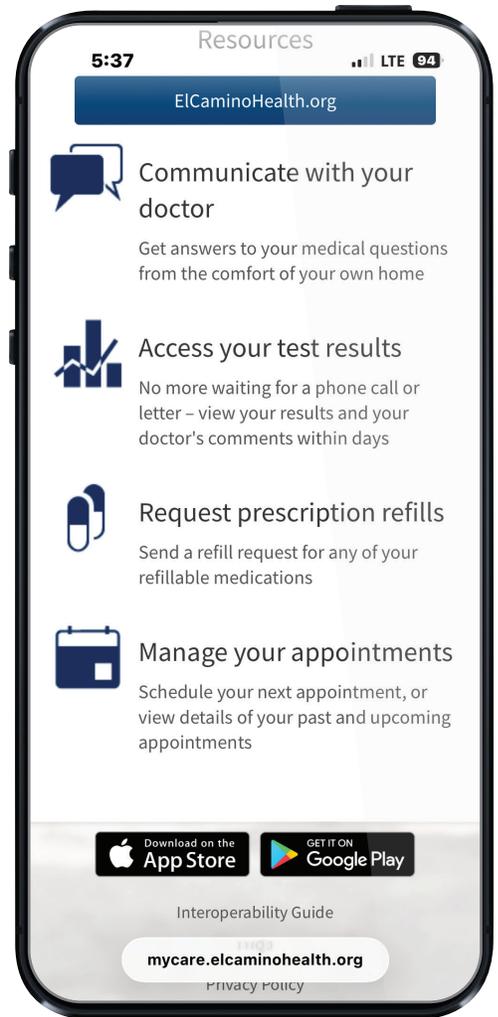
Insurance Authorization Requirements

Some HMO plans and certain PPO plans require prior authorization before you can see a specialist or have advanced imaging, such as an MRI or CT scan.

If your health plan requires authorization and it has not been approved by the time of your appointment, you may be asked to either reschedule your visit or pay for the appointment out of pocket.

If you choose to pay out of pocket and later receive authorization that covers the date of your visit, you will need to contact your health plan directly to request reimbursement.

We recommend checking with your health plan in advance to confirm whether authorization is required to help avoid any delays or unexpected costs.



Accessibility and Inclusion

ADA Accessibility

Our clinics and facilities meet ADA accessibility standards, including accessible parking, restrooms, entrances, exam rooms and assistive equipment. If you need additional support during your visit, please let our staff know — we are here to help.

Disability Accommodation Services

We offer a range of accommodations including mobility assistance, visual-aid support and alternative-format materials. To request an accommodation, please contact your clinic prior to your appointment.

Hearing-Impaired Assistance

Sign language interpreters and assistive listening devices are available at no cost. Please notify your clinic if you need these services so we can coordinate support in advance.

LGBTQ+ Inclusive Care

El Camino Health is committed to providing respectful, identity-affirming care for LGBTQ+ patients. Our staff is trained to support the unique needs of LGBTQ+ individuals and families.

Non-Discrimination Statement

We provide care without discrimination based on race, color, national origin, age, disability, sex, gender identity or expression, sexual orientation, or any other protected status. Every patient deserves safe, equitable and compassionate care.

Patient Feedback and Experience Surveys

We value your experience and are committed to continually improving the care we provide. Your feedback helps us understand what we're doing well and where we can do better.

Post-Visit Survey

After your appointment, you will receive a brief survey by email or text message. The survey takes just a few minutes to complete, and your responses are confidential. We encourage you to share your honest feedback — your input directly shapes service improvements across our clinics.

El Camino Health Medical Network Patient Call Center

Patient Call Center 408-871-3400

(For non-emergency assistance)

Monday – Friday, 9:00 a.m. – 4:00 p.m.

Our Patient Call Center is your primary point of contact for non-emergency support. Our team can assist with scheduling appointments, answering billing and insurance questions, connecting you with an Advice Nurse for guidance on your care needs and directing you to the appropriate departments and services across the El Camino Health network.



Press 1 to Make an Appointment or leave a message for your provider’s office

Press 2 if you are experiencing symptoms and need to speak with a clinical Advice Nurse

Press 5 for All Other Calls

Prescription Refill & Authorization Information

Prescription refill requests may take up to **nine business days** to process. To help avoid delays, please contact your pharmacy first to request your refill before calling or messaging our office.

If your medication requires prior authorization from your insurance plan, the approval process can take up to **two weeks**, and in some cases, may take longer depending on the health plan’s review timeline.

We appreciate your patience and recommend requesting refills several days before you run out of medication whenever possible.

About El Camino Health

El Camino Health provides a personalized healthcare experience at two not-for-profit hospitals as well as primary care, multi-specialty care, and urgent care locations across Greater Silicon Valley.

Bringing together the best in technology and advanced medicine, our network of physicians and care teams delivers high-quality, compassionate care.



Mountain View Campus

2500 Grant Road
Mountain View, CA 94040

Los Gatos Campus

815 Pollard Road
Los Gatos, CA 95032

elcaminohealth.org

