

# El Camino Health Medical Network

## *No Show & Late Cancellation Policy*

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Effective January 1, 2024, El Camino Health Medical Network (ECHMN) has implemented a **No Show and Late Cancellation Policy** to ensure that all patients have a fair opportunity to see a provider when they need to. At ECHMN, we strive to provide quality and timely care when you need it. Missing scheduled appointments may endanger your health and prevent other patients from seeing your provider.

Only no shows or late cancellations that occur after January 1, 2024 will be counted towards this new policy. As a courtesy to your provider and other patients, please remember to **cancel your appointments:**

- **at least 24 business-hours in advance for Primary Care**
- **at least 48 business-hours in advance for Specialty Care**

You can cancel or reschedule on the [myCare online portal/mobile app](#), or call **(408) 871-3400**. To reach a specific department by phone, a list of locations and hours of operations can be found [HERE](#).

### **Primary Care & Specialty Care Appointments**

Patients with three or more missed appointments or late cancellations in the past 12-months will be subject to a monetary fee of \$75 for all future missed appointments or late cancellations.

### **Questions**

If you have questions about this policy, do not hesitate to contact our Member Services Coordinator at (408) 871-3411.