



Privacy Policy

Privacy Statement

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule affords members the right to receive a notice that describes how health information may be used and disclosed and how to gain access to this information. High Desert Medical Group (HDMG) is required to provide a notice ("Notice of Privacy Practices") to members of our insured Health Care plans.

View our Notice of Privacy Practices:

(En Español)

Web Privacy Statement

Personal Information Collection and Use

HDMG welcomes you to their website. All information that is collected on our website is done on a voluntary basis. All non-public personal information that you provide via our website will be used strictly for the purpose stated on the page where it is collected. HDMG will not sell, license, transmit or disclose this information outside of HDMG or our affiliated companies unless (1) required or permitted by law, (2) expressly authorized by you, or (3) necessary to enable HDMG/HPN contractors or agents to perform certain functions for us. With all disclosures, we will disclose information consistently with applicable law and regulations and we will require the recipient to protect the information and use it only for the intended purpose.

"Personal Information" is defined as data that is unique to an individual, for example: name, address, member id, date of birth, or telephone number. There may be occasions where we may request personal information on our website in order to provide services or respond to your questions.

Your privacy is a priority. Your mobile number will not be sold or shared with third parties or affiliates for marketing or promotional purposes. We will not use your number for unrelated marketing without your express written consent.

High Desert Medical Group uses text messaging to communicate with patients for purposes such as appointment reminders, billing notifications, and care coordination. You are not required to opt in as a condition of receiving care. Participation is voluntary. However, opting out may prevent us from sending you timely updates regarding your care.

E-mail Communications

Feedback and questions are always welcome on our website. We have provided e-mail boxes for that purpose. Your feedback and questions will be shared with our customer service representatives and those employees most capable of addressing your feedback and questions. Please note e-mail, like most, if not all, non-encrypted Internet e-mail communications, may be accessed and viewed by other internet users, without your knowledge and permission, while in transit to us. For that reason, to protect your privacy, please do not use e-mail to communicate information to us that you consider confidential. If you wish, you may contact us using a non-cellular telephone at the numbers provided on our Contact Us page or Member Services at **800-266-4364**. We have made some locations on our website secure, so you can exchange non-public personal information with us. You will be provided appropriate instructions at each of these locations.

Phone and Text Message Communications

Mobile Number Collection and Use: HDMG collects telephone numbers provided by patients and health plans. Text messages may be sent via SMS and RCS, which are not fully secure and may not be HIPAA-compliant. You should not have any expectation of privacy and should not text information that you feel is confidential.

No Sale or Unauthorized Sharing: HDMG does not sell or share member/patient phone numbers with third parties, except those directly involved in delivering messages and/or for the provision of care. All third parties for which we share this information is done so as allowed under HIPAA privacy rules for the purposes of treatment, payment, or healthcare operations

Message frequency may vary. Message and data rates may apply. Carriers are not liable for delayed or undelivered messages.

Consent and Opt-out: You have the right to opt out at any time by texting "STOP" from the text message thread. No further messages will be sent. If you would like to rejoin, you can authorize us to restart by texting "START." Alternatively, you may opt-out at any time by calling HDMG's

Compliance Department at 855-625-7894 or in writing to the address below:

High Desert Medical Group
Attn: Corporate Compliance Officer
8510 Balboa Blvd., Ste.285
Northridge, CA 91325

Linking to Other Sites

HDMG's website may provide links to other websites that are not owned or maintained by HDMG, that we think might be useful or of interest to you. These other websites will open in a separate browser window. We are not responsible for the privacy practices used by other websites, the content, or accuracy of the other websites. These links to other non-HDMG websites do not constitute or imply endorsement by HDMG of these websites, any products or services described on these sites, or of any material contained in them.

Security

HDMG has adopted and adheres to stringent security standards designed to protect non-public personal information at HDMG.net against accidental or unauthorized access or disclosure. Among the safeguards that HDMG/HPN has developed for this site are administrative, physical and technical barriers that together form a protective firewall around the information stored at this site. We periodically subject our site to simulated intrusion tests and have developed comprehensive disaster recovery plans.

Changes to this Statement

HDMG may change this Statement from time to time without notice. This Statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party.

Legal Statement

Disclaimer

All information provided on this web is "AS IS" without warranty of any kind, either express or implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Some jurisdictions do not allow for the exclusion of implied warranties, so the exclusion above may not apply to you. The data set forth herein is for informational purposes only, and no warranty is made so that the information is error-free. Please note that once you leave this site, either by using a link we may have provided for your convenience or by specifying your

own destination, HDMG accepts no responsibility for the content, products and/or service provided at these non-HDMG locations. HDMG does not control, endorse, promote, or have any affiliation with any other website unless expressly stated herein.

Liability

HDMG will not be held liable to any party for any direct, indirect, special, or other consequential damages arising from any use of this website, or any linked website, including, without limitation, any loss of profits, business interruption, loss of programs or data on your equipment or otherwise, even if we are expressly advised of the possibility or likelihood of such damages.

Changes to This Website

Information may be changed or updated without notice. HDMG has no obligation to update information presented on this website, so information contained herein may be out of date at any given point in time. HDMG may also make improvements and/or changes in the services and/or programs described in this information at any time without notice.