

Welcome!



Patient's Guide



Member Handbook

June 2025

A Welcome from our Chief Medical Officer, Rahul Nayyar, MD



To Our New Patient:

Welcome to Choice Medical Group/Choice Physicians Network and Horizon Valley Medical Group! We are very honored you have chosen to entrust us with your healthcare needs. It is a privilege we take seriously.

About us

Choice Medical Group/Choice Physicians Network and Horizon Valley Medical Group provides the most comprehensive services in the High Desert. We offer a strong network of physicians and specialist along with a Fitness Center, Senior Kicks Club & Resource Center, Urgent Care, workshops, seminars and classes to better your health.

Award Winning Medical Group

Recognized year after year, Choice Medical Group's awards and recognition include:

- Voted #1 Best Medical Group
- Award-Winning Primary Care Physicians
- Serving the High Desert since 1990

Choice Medical Group offers

- Network of 400+ Physicians/Specialists
- **CHOICE URGENT CARE** - Open 7 Days a Week - Visit cmgUrgentCare.com
- Electronic Medical Records
- Laboratory and X-ray Services
- Online secure patient portal providing greater access to your physician's office and tools to help you better manage your health
- **Fit Lab Fitness** Center for Group Exercise programs along with Paint/Craft classes Workshops and events for our Senior Community.

As a patient of Choice Medical Group/Choice Physicians Network and Horizon Valley Medical Group, you have access to award-winning physicians and a support team of healthcare, business and technical professionals all with the primary goal of taking care of you. Our continued pledge to quality, innovative healthcare is just part of our commitment to serving you for many years to come.

Please take a few minutes to read through the following pages. They describe many of our services and offer important information to help you become a knowledgeable and active partner in your healthcare journey.

Again, thank you for choosing Choice Medical Group/Choice Physicians Network and Horizon Valley Medical Group.

A handwritten signature in black ink that reads "Rahul Nayyar, MD".

Rahul Nayyar, MD
Chief Medical Officer



This Member Handbook explains the many features of
Choice Medical Group/Choice Physicians Network and Horizon Valley Medical Group.

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Our Vision



Determined to have the health delivery system work more efficient.



Bringing more highly qualified and well-trained physicians to the High Desert so that our members can receive their medical care close to home.



Continue to be a part of our community.

Our Mission



To make sure there is access to good quality medical care in the High Desert.



Provide physicians with the tools that they need to succeed.



Improve healthcare in our community.



Personalized medicine is our main focus!



Member Services

760.242.7777

Ext. 815

MEMBER SERVICES

HERE TO HELP PATIENTS WHEN THEY NEED IT MOST.

At Choice Medical Group/Choice Physicians Network & Horizon Valley Medical Group, we understand how confusing and frustrating it can be to navigate through the health care system. This is why our experienced and dedicated Member Services team is here to assist our members to understand their health care options.

SOME EXAMPLES OF SITUATIONS WHERE YOU MAY NEED ASSISTANCE:

- ✓ Choosing a Primary Care Physician
- ✓ Changing a Primary Care Physician
- ✓ Understanding the healthcare system
- ✓ Referral status and extensions
- ✓ Verifying contracted Specialists

Our Doctors accept most health insurance plans.

aetna[™]



Alignment Healthcare

Anthem

blue
california

Humana.

scan[™]

UnitedHealthcare

wellcare By **health net**



Family Practice Physicians

Mikel Alwis, MD

As a family medicine physician, Dr. Alwis provides comprehensive primary care to patients of all ages, from children to seniors. His clinic offers a range of services, including urgent care, & chronic disease management.



HVMG

716 E. Main St.,
Bartstow, CA 92311
760.256.6426

15791 Bear Valley Road
Hesperia, CA 92345
760.949.1231

Ruth Chambi-Hernandez, M.D.



Dr. Chambi-Hernandez is Board Certified in Family Medicine. She has more than 25 years of clinical experience in treating senior patients, women's health, and preventative medicine.

Bilingual

16460 Victor Street
Victorville, CA 92395
760.245.6925

Charmaine E. Earle, M.D.



Dr. Earle has two offices to better serve the High Desert community. Developing strong patient relationships are important to Dr. Earle. She is dedicated to providing competent medical care with compassion.

HVMG

12984 Hesperia Road, #101
Victorville, CA 92395
760.243.4009

12384 Palmdale Rd., #203
Victorville, CA 92392
760.843.5866



Family Practice Physicians

Kenneth Grier, M.D.



HVMG

Dr. Grier believes that a temperate lifestyle, with an emphasis on strong preventative primary care, is key to life-long wellness. Dr. Grier works together with his patients to overcome barriers to better health & develops a personalized care plan.

18564 Highway 18, #101 & 102
Apple Valley, CA 92307
760.475.9080

Eric R. Hansen, D.O.



Dr. Hansen has been practicing medicine in the High Desert since 2002. Dr. Hansen is a family physician that believes in integrating the patient's self healing abilities into his treatment plan. His focus is on treating patient... not just the symptoms.

14575 Main Street
Hesperia, Ca 92345
760.947.0727

Richard F. Jones, D.O.



HVMG

Dr. Richard Jones, a board-certified family physician has been caring for the families of the high desert since 1992 and in private practice since 1996. Dr Jones has years of experience treating patients ranging from newborns to seniors.

18564 Highway 18, Suite 108
Apple Valley, CA 92307
760.946.2112



Family Practice Physicians

Ashish Malhotra, M.D.



Dr. Malhotra is proud of his fellowship training in Geriatrics and believes in the medical & emotional well-being of his patients. He graduated with honors and has 26 experience in Family Practice.

19341 Bear Valley Road
Apple Valley, CA 92308
760.810.7778

Nicole Mcfarland, D.O.



HVMG

Dr. McFarland graduated with honors in 2016. She has expertise in treating various conditions, including sleep apnea, chronic diabetes and chronic high blood pressure.

15237 Eleventh Street, Suite C
Victorville, CA 92395
760.493.9300

Josephine Montana, M.D.



HVMG

Dr. Montana has a fellowship in Dermatology and the focus of her practice is caring for her patients with compassion and understanding.

Bilingual

11949 Hesperia Road
Hesperia, Ca 92345
760.242.5111



Family Practice Physicians

Hemanshu Patel, M.D.



HVMG

Dr. Patel's devotion, dedication and passion towards patients is supported by his achievements during his residency training. He is a highly motivated physician that is proud & honored to be serving the High Desert community.

1890 W. Main Street, #110

Barstow, CA 92311

760.256.1422

Paul Phaguda, M.D.



HVMG

Dr. Phaguda enjoys taking care of patients from pediatrics to geriatrics. His special interests are diabetes, sports medicine, industrial medicine, gynecology & dermatology.

15462 Main Street

Hesperia, CA 92345

760.949.7000

Ramendeeep Singh, M.D.



HVMG

Dr. Singh completed medical training at the rigorous and prestigious family medicine residency program at the University of Alabama. Her dedication towards her patients is further supported by her advocacy for preventive medicine.

1890 West Main Street, #110

Barstow, CA 92311

760.256.1422



Family Practice Physicians

Yvonne Telgt-McKinney, M.D.



Dr. Telgt-McKinney has been treating patients of all ages in the High Desert since 2004. She is compassionate and caring physician that is ***Bilingual.***

HVMG

11497 Bartlett Avenue, #B1
Adelanto, CA 92301
760.246.6600

16245 Desert Knoll Drive
Victorville, CA 92395
760.955.9555



Medicare Specialists

Our Senior Resource Center has partnered with the Top 5 compassionate Insurance Brokers that we know will take care of our Seniors throughout the year (not just during Annual Enrollment Period). Call Today to confirm that you have the **BEST HEALTH PLAN FOR YOUR HEALTH CARE NEEDS!**

Be sure to Register for our AEP meetings providing 2026 Medicare benefits updates/changes - receive a Corky's Pie for your time!

October 15th - December 7th

760.338.0914
HDmedicare.com

Internal Medicine Physicians

Sunil Abraham, M.D.



Dr. Abraham was born and raised in New York and practicing in the High Desert since 2009. Dr. Abraham believes in getting to know all about his patients, their story and personality... not just their illness.

HVMG

13010 Hesperia Road, #300
Victorville, CA 92395
760.843.7873

Bikramjit S. Ahluwalia, M.D.



Bikramjit Ahluwalia, M.D. is board-certified Internal Medicine and Rheumatology. Dr. Ahluwalia's 15+ career is based on the ability to help patients get better from their illness and develop a personal relationship.

HVMG

16143 Kokanee Road, Suite C
Apple Valley, CA 92307

1890 West Main Street, Suite 130
Barstow, CA 92311

17450 Main Street, Suite G
Hesperia, CA 92345

760.242.6442

Anitha Bhat, M.D.



Dr. Bhat is a Geriatrician & Internal Medicine Physician. She is very compassionate about treating her senior patients with respect and providing them with quality care.

HVMG

19015 Town Center Drive, #101
Apple Valley, CA 92308
760.247.0581



Internal Medicine Physicians

Naresh Ganesh, M.D.



Dr. Ganesh is an experienced internist that has been practicing for over 40 years. He is known for his compassionate care and comprehensive approach to internal medicine.

15982 Tuscola Road, Suite A
Apple Valley, CA 92307
760.946.4600

Vivek Gill, M.D.



Dr. Gill has been in practice in the High Desert since 1995. Dr. Gill takes a special interest in the areas of hypertension, diabetes, thyroid disorder, lung & heart disease. He is passionate about serving the healthcare needs of Phelan!

9723 Sierra Vista Road, A
Phelan, CA 92371
760.868.1990

David Hernandez-Rodriguez, M.D.



Dr. Hernandez-Rodriguez is an Internal Medicine physician that enjoys helping adults with their medical needs. Dr. Hernandez-Rodriguez has his personal clinic in Victorville. ***Bilingual***

16460 Victor Street
Victorville, CA 92395
760.245.6925



Internal Medicine Physicians

Ruby Jhaj, M.D.

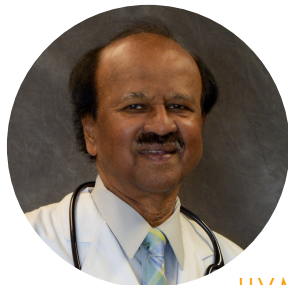


HVMG

Dr. Jhaj's practice philosophy emphasizes spending time with her patients and fostering respectful relationships to help set and achieve realistic health goals. Dr. Jhaj is excited and honored to serve the High Desert community!

12765 Main Street, #630
Hesperia, Ca 92345
760.995.2099

Ram Kamath, M.D.



HVMG

Dr. Kamath has been practicing medicine in the High Desert since 1989. He is Board Certified in Internal Medicine and has a compassionate interest in treating geriatric patients.

19015 Town Center Drive, #101
Apple Valley, CA 92308
760.247.0581

Nyra Khetarpal, M.D.



HVMG

Dr. Khetarpal has a clinical background as a hospitalist physician having worked with diverse populations in New York City & Boston. She enjoys getting to know her patients and strives to provide high-quality individualized care to them.

18564 Highway 18, #103/104
Apple Valley, CA 92307
760.242.9262



Internal Medicine Physicians

Dawit Mamo, M.D.



HVMG

Dr. Mamo has been practicing medicine in the High Desert since 1995. He is very dedicated to his patients and their medical needs. His special interests are in hypertension, diabetes, arthritis, stomach & thyroid disorders.

16070 Tuscola Road, #101
Apple Valley, CA 92307
760.242.4000

V.M. Padmanabha, M.D.



Dr. Padmanabha has been practicing medicine in the High Desert since 1993. Dr. Pad is Board Certified in Internal and Adolescent Medicine & specializes in Family Health Care & General Internal Medicine. He strives for quality care!

902 East Main Street
Barstow, CA 92311
760.255.4700

Sonia Panjwani, M.D.



HVMG

Dr. Panjwani has been practicing medicine in the High Desert since 1993. She believes in providing comprehensive medical care to her patients and is a very compassionate physician known as the "Doctor Who Listens" to her patients.

12760 Hesperia Road, Suite B
Victorville, CA 92395
760.951.5552



Internal Medicine Physicians

Gerald M. Radlauer, M.D.



HVMG

Dr. Radlauer's has 40 years of experience in Internal Medicine and also trained in Emergency Medicine and believes in the medical and emotional well-being of his patients.

18523 Corwin Road, Suite I
Apple Valley, CA 92307
760.242.5389



Free Gym Membership



FITNESS CENTER



PREMIER
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13010 Hesperia Road, Suite 500, Victorville
Silver Sneakers/Prime Facility - Offering Group Exercises, Dance Classes,
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Specialists

www.ChoiceMG.com

View Online! Physicians & Specialists

ChoiceMG.com



PATIENT LAB LOCATIONS



FOUNDATION
LABORATORY.



- 16143 Kokanee Road, Suite B, Apple Valley, CA 92307
760.607.6691
- 1890 West Main Street, Suite 160, Barstow, CA 92311
760.978.6023
- 15462 Main Street, Suite B, Hesperia, CA 92345
760.475.9034
- 13010 Hesperia Road, Suite 100, Victorville, CA 92395
442.229.2206

Hours and Directions available on their website
www.foundationlaboratory.com

Pediatricians

Ray T. Bobila, M.D.



Dr. Ray Bobila has been a practicing pediatrician for 38 years. Dr. Bobila is the recipient of many awards throughout his career. From Compassionate Doctors' Awardee to Special Recognition for Highest Quality Health Care.

15237 Eleventh Street, Suite A
Victorville, CA 92395
760.662.7420

Udaya Kamath, M.D.



Dr. Kamath has been practicing in the High Desert since 1993. She believes in giving her patients the best possible medical care and educating them to lead a healthier lifestyle. She strives on building a close relationship between patient and physician.

19015 Town Center Drive, #101
Apple Valley, CA 92308
760.247.0581

Yusra Khan, M.D.



Dr. Khan earned her medical degree from Ross University School of Medicine and completed her pediatric residency at Bronx-Lebanon Hospital Center. She is also a hospitalist at CHOC and is actively involved in teaching medical residents.

17259 Jasmine Street, Suite A
Victorville, CA 92395
760.843.9414

Pediatricians

Glenn P. Matney, M.D.



Dr. Matney specializes in well baby care and healthcare for children of all ages. His training, knowledge & experience makes Matney Pediatrics the ideal choice for new baby mother & fathers, and experience parents too.

12402 Industrial Blvd., Suite B1
Victorville, CA 92395
760.245.9363

Namita Mohideen, M.D.



Dr. Mohideen is a board-certified pediatrician and the CEO of Victor Valley Pediatrics. With over 30 years of experience, Dr. Mohideen is dedicated to providing compassionate, patient-centered care to children and families in the High Desert region.

15237 Eleventh Street, Suite A
Victorville, CA 92395
760.662.7420

Damodara Rajasekhar, M.D.



Dr. Rajasekhar is a Board Certified Pediatrician with a sub-specialty in Neonatal-Perinatal Medicine. He has 45+ years of experience and enjoys seeing his patients grow and develop into healthy and productive adults.

18182 Highway 18
Apple Valley, CA 92307
760.242.3004

Pediatricians

Akhil Sharma, M.D.



Dr. Sharma is a board-certified pediatrician with over 35 years of experience in pediatric and adolescent medicine. He completed his residency at St. Luke's Roosevelt Hospital in New York and is recognized for his compassionate, evidence-based care and dedication to preventive health.

17259 Jasmine Street, Suite A
Victorville, CA 92395
760.843.9414

Apama Sharma, M.D.



Dr. Sharma has over 30 years of experience in pediatric and adolescent medicine. She is dedicated to providing compassionate, evidence-based care to children from birth through adolescence.

15982 Quantico Road, Suite F
Apple Valley, CA 92307
760.242.3677

"Every child deserves a healthy start. Our pediatricians are here to guide, support, and care for your little ones through every stage of growth—because their health is our priority, and your peace of mind matters."

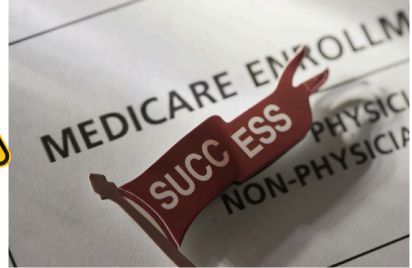


Senior Resource Center

START WITH US...
ANY QUESTIONS RELATED TO SENIORS!
WE ARE HERE TO HELP!

MEDICARE

We are partnered with local TRUSTED Medicare Specialists that can help you enroll and answer all of your questions. Call to set up a personal meeting in our Resource Center. Reserve your seat for one of our monthly seminars OR schedule an appointment for someone to come to you; in the comfort of your own home.



HIGH DESERT CANCER CONNECTION

Our Resource Center is the home of the High Desert Cancer Connection. Choice Medical Group physicians have partnered with non-profit organizations that help local cancer patients. Donated items, New Wigs & gifts are available at the Senior Resource Center.



SENIOR KICKS CLUB

Founded in 2006 by Choice Medical Group, the club was created to provide classes to keep Seniors active and provide camaraderie. Weekly exercise classes, bi-weekly arts & crafts in three High Desert locations. Complimentary to ALL Seniors in the High Desert!



Senior Helpline! 760.338.0914

18564 Hwy 18, Suite 106, Apple Valley

CALL OR JOIN ONLINE SENIORKICKSCLUB.COM



Senior Kicks Club

Social * Active * Healthy



Educational Workshops



Painting/Craft Classes



Exercise Classes



Events & More!

All classes are complimentary for the
High Desert Senior Community!

Join Us!

SeniorKicksClub.com 760.338.0914



BEST OF THE DESERT 2024 Winners

Family Physician - Charmaine Earle, MD

Internal Medicine - Ruby Jhaj, MD

Medical Group - Choice Medical Group

Nurse Practitioner - Bukola Gross, NP

Surgeon - Mitesh Patel, MD

Special Congratulations

High Desert Neuro Diagnostic - Best Neurology Services

Sol Radiology - Best Radiology Clinic

Sports Medicine & Orthopaedic Center - Best Orthopedic Center

Samir Nayyar, MD - Best Orthopedist

Oasis Dermatology - Best Dermatology

Gurdeep Jhaj, MD - Best Ophthalmologist

Nikhil Gupta, MD - Best Gastroenterologist

Chirag Mehta, MD - Best Cardiologist

Best of...

- Best Benefits Program
 - Best Employee Recognition Program
- Finalist:
- Most Innovative Place to Work
 - Best Large Place to Work

"Being nominated for Best of the Desert has become an annual honor for which we are so proud. And this year, being recognized for so many in-house company awards makes it extra special. We, at Choice Medical Group value our employees and our organization and we are happy that they realize it. Thank you to everyone that voted!"

RAHUL NAYYAR, M.D.
CMO/COO

PREMIER

Orthopaedic & Trauma Specialists



Our providers treat a variety of conditions with the same goal in mind. We want to return our patients to their activities and lifestyles as quickly as possible!



**We deliver
evidence-based
compassionate
care**

Physical Therapy

Fracture Care

Revision Surgery

ACL Tear

Joint Replacement

Arthritis

Cartilage Preservation

Osteoarthritis

Sports Injuries

Shoulder Injuries

Carpal Tunnel Syndrome

Meniscus Tear

Radial Head Fracture

Burning Thigh Pain

We specialize in Orthopaedic Trauma
Pelvis and acetabular (hip joint) injuries & fractures
Fractures of the upper & lower extremity
Shoulder, hip, and knee joint replacements
Osteoarthritis (inflammation) of the joints.
Rheumatoid Arthritis (auto-immune diseases)
Anterior Cruciate Ligament (ACL) tear
Meniscus injuries of the knee
Cartilage repair and restoration
Pain of the shoulder, wrist, hip, knee, and ankle

PREMIER

Orthopaedic & Trauma Specialists

12490 Business Center Drive
Suite #100

Victorville

760-552-8585
PremierOrtho.org

Additional Locations:

264 N Highland Springs Ave, Building 3 Suite B, **Banning**, CA 92220

5450 Jefferson Ave., Suite 2, **Chino**, CA 91710

25915 Barton Road, #203 **Loma Linda**, CA 92354

160 E. Artesia St Suite 255, **Pomona**, CA 91767

2150 N. Waterman Ave #303 **San Bernardino**, CA 92404

400 N Mountain Ave., Suite #100, **Upland**, CA 91786



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Quick Access to Imaging Center
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more! Scan the QR code to
explore our services,
schedule an appointment,
or get in touch with our
team.

Schedule Today!
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TWO CONVENIENT LOCATIONS

SOL MEDICAL IMAGING & BREAST CENTER

12490 Business Center Dr., Suite 200
Victorville, CA 92395

MONDAY - SATURDAY
7:00 AM - 7:30 PM

SOL MEDICAL IMAGING - SUNVIEW

13010 Hesperia Rd., Suite 600
Victorville, CA 92395

MONDAY - FRIDAY
7:30 AM - 8:00 PM



WE PROVIDE ADVANCED AI
ANALYSIS WITH EVERY
MAMMOGRAM AT
NO EXTRA CHARGE FOR OUR
PATIENTS

NOW OPEN

12 HOUR DAYS
INCLUDING SATURDAYS

walk-in hours available



SCHEDULE TODAY

760-728-1900



*Voted Best Radiology
Clinic in the Desert!*



- Help patients get back on their feet & back to full health after leaving the hospital.
- Post-Acute care and rehabilitation are essential steps for a successful recovery from surgery, injury, or serious illness.
- The right program can have a huge impact on life and health.

CHOOSING THE RIGHT FACILITY MATTERS!

Our 24 hour healthcare facility offers 2 spacious private bedrooms, 2 shared rooms, a full size kitchen and formal dining area.

Each bedroom has its own TV, storage area, and space to feel comfortable. The facility also has a large backyard which provides plenty of space for outdoor activities.



At SAVANNAH BEST CARE CONGREGATE, our experts will work with you to develop a post-acute rehabilitation plan based on your needs and goals.

You will have the full support of caring, compassionate physicians, RNs, licensed therapists and nutritionists dedicated to a successful recovery!

14434 Savanna Street
Adelanto, CA 92301

442.249.1676

FollowMyHealth

**Easily Manage
your Health &
Wellness..
ONLINE, ANYTIME!**



**Get Started...
EASY AS 1, 2, 3!**

- 1** Click the registration link in the email you received from noreply@followmyhealth.com
- 2** Create your portal login using a unique username & password
- 3** Enter the invitation code provided by Choice Medical Group and click 'Agree' to the release information.

You will receive two emails:

1. Welcome to FollowMyHealth and
2. Confirmation of your connection with Choice Medical Group.



**For inquiries and concerns,
Contact your Physician OR visit
ChoiceMG.com/FMH OR Stop by the
Senior Resource Center for Guidance.**

HIGH DESERT NEURO DIAGNOSTIC



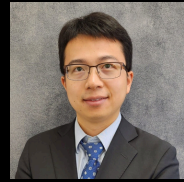
Sonia Nayyar, MD

Neurology and Neuromuscular/EMG



Eduardo Gallegos, MD

Neurology



Yuxiang Zhang, M.D

Neurology and Neurophysiology



High Desert Neuro Diagnostic is widely known and respected for the expertise of their staff and the superb quality of their care.

They treat patients of all ages and are strongly committed to the care and compassion of their patients.



High Desert
NEURO DIAGNOSTIC
Medical Group

Thank you for acknowledging us year after year.



At High Desert Neurology Diagnostics, our goal is to provide our patients with the best care possible! Thank you to our patients... for sharing their experiences.



Tina September 27th, 2024

★★★★★

Dr. Sonia Nayyar was to the point & made me really comfortable. She is compassionate, confident and caring. I trust her! The staff is friendly and welcoming! Thank you so much!



Theresa September 5th, 2024

★★★★★

Staff is professional. Dr Gallegos is a doctor that takes the time to listen to you. Go over the plan of action he would like to take and makes sure you're you agree going forward.



John September 3rd, 2024

★★★★★

Very clean, the staff was really nice and helpful. Dr. Zhang was very knowledgeable and professional. I live a few hours away. Definitely worth the drive and so thankful to find a good Dr and staff.



on Facebook
@highdesertneuro



on Instagram
@high_desert_neuro



Visit our website
HighDesertNeuro.com

18660 Outer Highway 18, Apple Valley, CA 92307 * 760.946.3876



About Us

Redefining Wellness program, where we provide treatments for weight loss, dermatology, sexual health, and vitamin supplementation.

Our services include treatments for weight management, B12 supplementation, anti-aging solutions, hair loss, acne management, and specialized treatments for sexual health. We also offer creams for vaginal health and solutions for conditions such as bacterial vaginosis and erectile dysfunction.

Additionally, we provide euphoric creams, immune boosters, and metabolic refresh programs to support overall wellness.

WEIGHT LOSS OPTIONS

- SERMAGLUTIDE (OZEMPIC)
- OPTION I AND II WITH B12
- APPETITE SUPPRESSANT
- FAT BURNERS
- NUTRITIONIST
- VITAMIN B-12

SKIN CARE OPTIONS

- ANTI-AGING
- HAIR LOSS
- ACNE & MORE
- IV HYDRATION

PATIENTS RESULTS



RECLAIM YOUR CONFIDENCE

- VAGINAL CREAMS
- ERECTIL DYSFUNCTION
- EUPHORIC CREAMS



VITAMIN BOOSTS

- IMMUNE BOOSTERS
- METABOLIC REFRESH
- INJECTABLES AND IV

HORMONE THERAPY

Bio-identical hormone replacement therapy available for both men and women.

In-Person or
Virtual Appointments
Appointment Necessary

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Victorville, CA 92395

Contact Us
Call 760.881.3717
Text 951.616.3682



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7 DAYS A WEEK!**

Visit Urgent Care for non-life-threatening issues that require prompt attention but can't wait for a regular appointment.

We offer each patient concierge-level service by providing care under guidance of board-certified Emergency Physicians.

Available Services:

- Diagnostic & Therapeutic Procedures
- X-Ray, EKG and Basic Labs onsite
- Minor Surgical Procedures
- Sutures, Stitches, Splinting, Staples
- IV Antibiotics, IV Fluids & Infusions
- Immediate same day referral for CT/MRI



Varun Shahi, MD
Urgent Care Director

**13010 Hesperia Road, Suite 600
Victorville, CA**

24/7 NURSE HOTLINE: 760.946.5888

Se habla español

cmgUrgentCare.com

13010 HESPERIA ROAD, SUITE 600, VICTORVILLE

Suite 600 located at the back of building

3

CHOICE
MEDICAL GROUP

CHOICE
PHYSICIANS
NETWORK




Urgent Care Facilities

Victorville

Serving Adelanto, Apple Valley, Hesperia & Surrounding Areas

Choice Urgent Care

 13010 Hesperia Road, #600
Victorville, CA


 **24/7 NURSE HOTLINE**
760.946.5888

Open 7 Days a Week
8:00am to 7:30pm



Barstow

Dr. Mike's Walk-In Clinic

 716 East Main Street
Barstow, CA

 **760.256.6426**

Monday to Friday 8:00am to 8:00pm
Saturday 10:00am to 5:00pm



Meridian Urgent Care

 705 East Virginia Way, Suite N
Barstow, CA

 **760.255.3200**

Monday to Friday 9:00am to 4:30pm
Saturday and Sunday 9:00am to 4:00pm



THE DIFFERENCE BETWEEN URGENT CARE & AN EMERGENCY

WHAT CAN AN URGENT CARE DO?

Go to the Urgent Care for common things that need to be treated soon, not life-threatening needs but can't wait for an appointment.

- Allergic reaction
- Animal or insect bite
- Back pain
- Bad cold or flu
- Cuts requiring stitches
- Ear aches
- Eye infection or irritation
- Mild fever



- Minor burns
- Nausea, vomiting and diarrhea
- Skin conditions
- Sore throat
- Sprains or strains
- Suspected broken bone, not shifted or out of place
- Urinary tract infection



WHAT IS AN EMERGENCY?

Go to the Emergency Room if your symptoms are severe, life threatening or come on suddenly.



- Broken bone, shifted out of place
- Coughing or vomiting blood
- Chest pain
- Difficulty speaking
- Head or eye injury
- Poisoning or overdose



- Severe burns
- Signs of stroke, such as numbness or weakness of limbs
- Shortness of breath
- Sudden loss of consciousness
- Uncontrolled bleeding



Still unsure where to go? Call Nurse Hotline 24/7

13010 Hesperia Road, Suite 600
760.946.5888 | cmgUrgentCare.com

Patient Rights and Responsibilities

- Information about your medical group, health plan, covered services and member rights and responsibilities.
- Know the names and qualifications of physicians, health care professionals, and contracted providers involved in your medical treatment.
- Receive information about an illness, the course of treatment, and prospects for recovery in terms you can understand, including how Choice Medical Group and Choice Physicians Network makes medical treatment decisions.
- Member information is available in large print format or recorded cassettes for the visually impaired, upon request.
- Members and physicians have the right to request Medical Group policies and procedures and criteria used to authorize, modify or deny health care to members. A reviewer will be available to discuss decisions with providers and members.
- Utilization criteria is available to our providers, members and the public upon request by contacting Member Services Department 760.242.7777 Ext. 815 (TDD/TTY 760.242.4800).
- Members and providers can obtain UM criteria used to make decisions free of charge by calling 760.242.7777 Ext. 815 (TDD/TTY 760.242.4800) or through our website: www.choicemg.com
- Staff is available 8 hours a day during normal business hours (Monday thru Friday, 8:00am - 5:00pm) for inbound calls. Calls regarding UM issues will be forwarded to the appropriate staff, as necessary.
- Utilization Management and Quality Management work plans and programs are available for review upon request.
- Collect calls will be accepted by our staff, if necessary by calling 760.242.7777 Ext. 815 (TDD/TTY 760.242.4800).
- Providers are not prohibited from advocating on behalf of members or advising a member on medical care. We allow open provider-member communication regarding appropriate care for the member.
- Ask questions to your physicians, health plan or Choice Medical Group and Choice Physicians Network. If you have suggestions, concerns or payment issues, call our Member Services Department at 760.242.7777 Ext. 815 (TDD/TTY 760.242.4800)

Patient Rights and Responsibilities

Treatment of Dignity & Respect

- Be treated with dignity and respect, have your right to privacy recognized.
- Exercise these rights regardless of your race, disability, ethnicity, gender, sexual orientation, creed, age, religion or your national origin, culture or educational background, or economic or health status, English proficiency, reading skills or source of payment for your health care.
- Confidential treatment of all communications and records pertaining to your health care and the care of other patients. You have the right to access your medical records. Written permission from you or your authorized medical representative shall be obtained before medical records can be made available to any person, including your employer, who is not directly concerned with your health care or responsible for making payments for the cost of care. Protection of confidential info covers all Choice Medical Group and Choice Physicians Network internal departments, any contracted entities and treatment settings.
- Extend your rights to any person who may have legal responsibilities to make decisions on your behalf regarding your medical care.
- Refuse treatment or leave a medical facility, even against the advice of a physician, provided you accept the responsibility and consequences of your decision.
- Complete an advanced directive, living will or other directive to a contracted medical provider.
- Make recommendations regarding the member's rights and responsibilities.
- Accept the financial responsibility associated with services rendered while under the care of the physician or while a patient at a facility.
- Information about your medications: what they are, how to take them and possible side effects.
- Receive as much information about any proposed treatment or procedure as you may need in order to give an informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, any alternate course of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

Patient Rights and Responsibilities

- Reasonable continuity of care and to know the time, location of an appointment, the name of the physician providing care and to be informed of continuing healthcare requirements following discharge from inpatient or outpatient facilities.
- Be advised if a physician proposes to engage in experimental or investigation procedures affecting your health care or treatment. You have the right to refuse to participate in such research projects.

As a patient/member or provider of Choice Medical Group/Choice Physicians Network, you have the responsibility to:

- Provide to the extent possible, physicians, health care professional and contracting providers the information needed in order to care for you.
- Do your part to improve your own health condition by following treatment, instructions and care that you have agreed on with physicians.
- Participate, to the degree possible, in understanding your behavioral health problems and developing mutually agreed upon treatment goals.
- Adhere to behavior that reasonably supports your treatment plan and the recommendation of your primary care physician or other contracting medical provider.
- Be familiar with the benefits and exclusions of your health plan coverage.
- Obtain authorization before receiving specialty care and treatment.
- Have all these responsibilities also apply to the person who has the legal responsibility to make health care decisions, on your behalf, when you are unable.

Complaints and Timely Problem Resolution

- Complaints (also referred to as Grievances or Appeals) can be filed with your health plan, over the phone or in writing, about the care provided, without discrimination. You may expect problems to be fairly examined and appropriately addressed. If your health problem is urgent, or if you already filed a complaint and are not satisfied with your health plan's decision, contact the Help Center at the Department of Managed Health Care (DMHC).



Patient Rights and Responsibilities

- An urgent problem is a serious threat to your health. You can also file a complaint with the Health Center if your HMO does not make a decision within 30 days.
- Responsiveness to reasonable requests made for service.

Timely, Quality Care

- Choice of quality contracted physicians, health care professionals and providers.
- Discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Timely access to your primary care physician and referrals to specialists when medically necessary.
- Use emergency services when you, as a prudent layperson acting reasonably, believe that an emergency (life-threatening) medical condition exists.
- Actively participate in decisions regarding your own health and treatment options.
- Receive urgently needed services.

Affirmative Action Statement

Managed Care operations are based on the appropriateness of care and services and existence of coverage. Practitioners or individuals responsible for denials are not compensated nor offered compensation or incentives to encourage denials.

Providers are not restricted from advocacy on behalf of a member or advising members of care or appropriate treatment alternatives. This will include but not limited to treatment options or non-treatment alternatives or the member's right to refuse treatment and self-determination to treatment plan without penalizing practitioners for discussing medically necessary or appropriate care of a patient.

Practitioners are ensured independence and impartiality in making referral decision that will not influence Hiring, Compensation, Termination, Promotion and or any other similar matters.

REFERENCE: 29CFRs2590.715-2719(b)(2)(ii)(D)

35th Anniversary!



“We started Choice Medical Group in 1990 with the intent to bring quality care to the High Desert Community.

I want to express my sincere gratitude to the High Desert Community; especially our patients.

I am proud that we remain a family-owned and managed business that continues to the next level with my children who have the same mission and focus to continue the legacy.

Special thanks to our PCP’s & Specialists for your passion for medicine and for always striving for excellence. You have made a significant impact for providing health care to our community; along with the success of Choice Medical Group.”

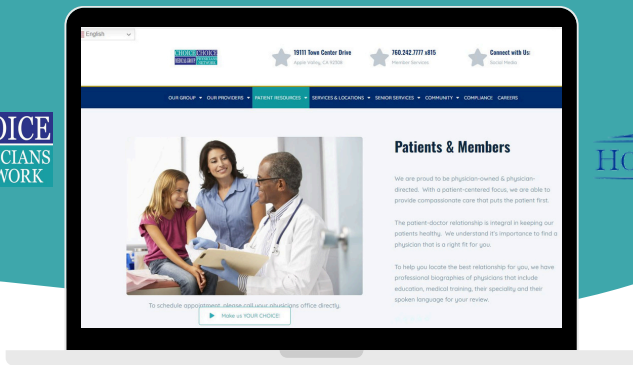


Manmohan Nayyar, MD
CEO & Founder

Connect with Us!

CHOICE
MEDICAL GROUP

CHOICE
PHYSICIANS
NETWORK



Connect With Us Online! Explore our social media channels to read about Choice Medical Group updates, community involvement and invitations to events, seminars, health fairs and more!

- Learn More About Our Doctors
- Urgent Care Locations
- Senior Kicks Club Calendar of Events
- Follow My Health
- Make your Co-Payment
- How To Contact Us



*14 Consecutive
Years!*

760.242.7777 Ext. 815

ChoiceMG.com

SeniorKicksClub.com



facebook.com/choicemg

@ChoiceMedicalGroup

Choice Medical Group

members@choicemg.com

We look forward to serving you!