Website and General Privacy Policy

TeleDirectMD

Effective October 31, 2026.

1. About this policy

This policy explains how TeleDirectMD collects, uses and shares information when you visit our website, book a visit, pay for a visit, or contact us by email, phone or text message.

How we use and protect your medical information, and your rights over it under the federal privacy law known as HIPAA, are explained in our Notice of Privacy Practices. If anything in this policy conflicts with the Notice of Privacy Practices about your medical information, the Notice of Privacy Practices controls.

If you live in Washington, or you want to know how we handle health-related information outside your medical record (such as website browsing data), also read our Consumer Health Data Privacy Policy.

This policy takes effect on the publication date shown at the top of the published version.

2. Who we are

TeleDirectMD is the name used by a group of medical practices owned and controlled by Parth Bhavsar, MD, a board-certified family medicine physician. The practice that provides your care, and that is responsible for your information, depends on the state you are in during your visit:

- **California:** Parth Bhavsar Medical Corporation, a California professional medical corporation.
- **New York:** Parth Bhavsar Medicine PLLC, doing business as TeleDirectMD.
- **Texas:** TeleDirectMD, PLLC, a Texas professional limited liability company.
- **All other states we serve and Washington, D.C.:** Mahavir Health Services LLC, a Georgia limited liability company, doing business as TeleDirectMD.

Mahavir Health Services LLC may provide administrative support to the other practices. In this policy, “TeleDirectMD,” “we,” “our” and “us” mean these practices.

3. Information we collect

- **Contact and identity details:** your name, date of birth, address, email address, phone number, and the state you are in during your visit. At the start of each visit we confirm who you are and where you are.
- **Health information:** what you tell us in intake forms (such as the reason for your visit, symptoms, medications and allergies), during your video visit, and in messages to us. If you give permission for AI-assisted note writing, this includes the audio of your visit, which is recorded and sent to our electronic health record company, Elation, and to any company Elation uses to run the tool, to draft your visit note.

- **Insurance details:** your plan and member information, if you ask us to bill your health plan.
- **Payment details:** your card, FSA or HSA card details, which our payment processor collects to charge you. We do not store full card numbers.
- **Messages:** emails, phone calls and text messages you send us.
- **Website and device information:** your IP address, browser and device type, and the pages you view. Analytics and advertising cookies collect this only if you allow them (see section 6).

We collect this information from you, from your browser or device when you use our website, from your health plan when we check your coverage, and from booking services you use to reach us, such as Zocdoc.

4. How we use information

- To schedule and provide your video visit, follow up on your care, send prescriptions to the pharmacy you choose, and, with your consent, send a visit summary to your primary care physician.
- To charge for your visit, process refunds, and submit claims to your health plan.
- To send booking confirmations, reminders and links to your intake forms, and to answer your questions.
- To operate, secure and fix our website and systems, and to prevent fraud.
- With your permission, to understand how visitors use our public website pages and whether our ads work.
- To meet our legal, licensing and professional duties.

We do not use your medical record, your intake answers or anything you tell your physician for advertising.

5. Who we share information with

Companies that help us run the practice. We share information with companies that provide services to us, and only for those services:

- **Elation Health:** our electronic health record and patient portal, including the AI note-writing tool used with your permission.
- **Acuity Scheduling:** online scheduling.
- **Jotform (HIPAA plan):** intake forms.
- **Keragon:** automation that moves information between our systems.
- **Paubox:** secure email.
- **Office Ally:** insurance claims processing.
- **Zocdoc:** booking for insured visits made through Zocdoc. Information you give Zocdoc directly as a Zocdoc user is covered by Zocdoc's own privacy policy. Zocdoc may ask you to sign its own HIPAA authorization. That authorization is between you and Zocdoc, it is optional, and you do not need to sign it to receive care from TeleDirectMD.
- **Quo:** text messages about scheduling. Our texts leave out the reason for your visit and other details about your health (see section 8).

- **Stripe:** Card payments are processed by Stripe, a PCI-DSS certified payment processor. Stripe handles payment information only; we do not send it your health information.
- **Google:** website analytics and advertising measurement on our public pages, only if you allow them (see section 6).

Every company that handles health information for us as a HIPAA business associate signs a business associate agreement that obliges it to protect that information as HIPAA requires. Card payment processing by Stripe falls under HIPAA's exemption for payment processing, and we do not send Stripe your health information. Information you give Zocdoc through its marketplace is governed by Zocdoc's own privacy policy.

People and organizations involved in your care and payment. These include pharmacies, laboratories, other doctors we refer you to, your primary care physician (with your consent), your health plan, and the other TeleDirectMD practices listed in section 2. Our Notice of Privacy Practices explains these uses in detail.

When the law requires it. For example, to respond to a valid court order, or to report to a public health authority.

If our practice changes ownership. If a TeleDirectMD practice is sold or merged, information may be transferred to the new owner, who must continue to protect it as the law requires. Medical records transfer only as the law allows.

We do not sell your personal information or your health information, and we do not let Google or any other company use it for its own advertising. We do not share your mobile number or your consent to receive texts with anyone for their marketing purposes.

6. Website cookies, analytics and advertising measurement

Some cookies are needed for our website to work and stay secure, such as cookies that keep the booking button working. These are always on.

With your permission, our public website pages also use Google Analytics and Google Ads conversion measurement to understand how visitors use the site and whether our ads work. These tools set cookies and receive your IP address, device and browser details, the pages you view (including pages about conditions we treat) and whether you click a booking button. Google may combine this with other information it holds and may collect information about your activity across other websites over time.

We turn these tools on only after you choose "Allow" in our cookie banner. The banner gives you two separate choices: one for whether we may collect this information, and one for whether we may share it with Google for advertising measurement. Agreeing to collection does not mean you agree to sharing. If you choose "Decline" or ignore the banner, both stay off. You can change your choices at any time with the "Cookie settings" link at the bottom of every page.

These tools never receive your medical record, your intake answers or anything you tell your physician. Our booking, intake, payment and patient portal pages, our portal sign-in and account sign-up pages, and any page you see after you log in do not use advertising or analytics tags.

7. Do Not Track and browser privacy signals

Because analytics and advertising cookies stay off unless you choose “Allow,” you do not need to send a browser signal to keep them off. Our website does not currently change how it works in response to “Do Not Track” or similar browser signals, because there is no common standard for them; use our Cookie settings link instead. If you allow analytics and advertising cookies, Google may collect information about your activity on our website and across other websites over time.

8. Text messages

If you give us your mobile number and agree to receive texts, we will text you about your visits, for example booking confirmations, reminders and links to your intake forms. Standard text messages are not encrypted, and anyone who can see your phone may be able to read them. To protect your privacy, our texts never include the reason for your visit, your symptoms, test results, medication names or other details about your health or care. A text from a medical practice can still show that you are a patient, so if you would rather we reach you another way, such as by secure email or phone, tell us and we will. Please do not text us health information. Message frequency varies. Message and data rates may apply.

To stop texts, reply STOP or tell us in any other reasonable way, such as by email or phone. We will honor your request within 10 business days. For help, reply HELP or call (678) 956-1855.

We do not sell, rent or share your mobile number or your consent to receive texts with anyone else for their marketing or promotional purposes. We send marketing texts only if you separately agree to receive them, and you never have to agree to marketing texts to get care.

9. Email

When we send you health information by email, we use secure email. An email you send us from your own email account may not be encrypted on its way to us, so think about what you include. If we send you promotional emails, each one has an unsubscribe link, and unsubscribing does not affect messages about your care.

10. How we protect information

We use encryption, access controls and other safeguards to protect your information, and we limit access to people who need it to do their jobs. No electronic system is completely secure. If a breach affects your information, we will tell you as the law requires.

11. How long we keep information

- **Medical records:** at least 10 years after your last visit, or longer if the law of the state where you received care requires it.
- **Website analytics data:** no more than 14 months.
- **Billing and payment records:** as long as tax and payment laws require.
- **Text message consent and opt-out records:** as long as we text you and for a reasonable period afterward, so we can show that we honored your choices.

12. Adults only

Our services are for adults 18 and older. We do not provide care to anyone under 18, and we do not knowingly collect information online from children under 13. If you believe a child has given us information, contact us and we will delete it unless the law requires us to keep it.

13. Your choices

- **Your medical information:** you can see and get copies of your records, ask for corrections, and use the other rights described in our Notice of Privacy Practices.
- **Website and consumer health data:** see our Consumer Health Data Privacy Policy for how to access, delete or limit this information.
- **Cookies:** use the Cookie settings link at the bottom of every page.
- **Texts:** reply STOP at any time, or tell us in any other reasonable way.
- **Promotional email:** use the unsubscribe link.

14. Changes to this policy

We may update this policy. We will post the new version with a new effective date. If we make a material change to how we collect, use or share your information, we will tell you by email or by a notice on our website before the change takes effect, and we will ask for your consent where the law requires it. Changes to how we handle your medical information are made through our Notice of Privacy Practices.

15. Contact us

TeleDirectMD 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046 Phone: (678) 956-1855 Email: contact@teledirectmd.com

If you have a concern about how we handled your information, contact us first and we will look into it. Our Notice of Privacy Practices explains how to file a complaint about your medical information, including with the U.S. Department of Health and Human Services.