

High Desert Medical Group/Heritage Health Care

Providers, Nurses
and Support Staff:

Your Touch
makes the Difference
for *Life...*



5 Stars: I wish I could remember the names of all that helped me. They quickly figured out what was wrong and moved me over to the hospital where the cardiologist came up with the same conclusion. Now I get a peacemaker.
-Anthony Marshall, April 24th, 2017

5 stars! - Sheila Ann Trump, November 12, 2017

5 Stars: Josue Felix, March 27, 2017

Janessa was "super"! I wasn't feeling good at all. After talking with her for my appointment I feel a little better. We need more people like her here at High Desert. I love the people here at this office, very nice. - Joyce McEowan

Everyone is very helpful and nice. Janie and Leandra helped me!
-Miguel Hernandez, July 7, 2017

5 stars - Kim Harris, October 11, 2017

Since my husband and myself transferred care to this clinic, we are very satisfied with the services. Especially with Dr. Subbarao and his nurse Nancy. They are very nice and they show that they do their work and pay attention to what we tell them. - Maria Pimentel, July 7, 2017

The girls at the front are always friendly, always!! They are helpful with all needs. They deal with patients with kindness and respect. - Janice Roberts

Maria Escobar is a hoot! Great customer service! Can't think of anything you can do better. :) - Lorraine Bagley, August 10, 2017

5 stars - Joe Armenta Jr
April 16, 2017

Everytime I have gone there I have wonderful treatment.
- Mindy Boyd, October 12, 2017

Dr. Sethi is by far the best, most proactive doctor that I have ever had. She has gone above and beyond in her care of myself and my husband, Patrick. The entire staff is wonderful and caring. Thank you so very much to all of you. :) - Carol Ann Daly, July 17, 2017

No one wants to go to urgent care but this experience wasn't bad at all. I was in and out quickly the staff was friendly and professional. Loved Dr. Tammara one of the best Doctors I've ever met. A+ . There was a young male attending nurse. I can't remember his name but he was awesome too. She S., June 12, 2017

5 Stars: Tami Ortiz Gonzales, May 2, 2017

5 Stars: Dr. Ho is the greatest. I've been going to HDMG for over 25 years. They are the gre4atest. Try the empowerment program, it is great! -Cindy F, April 24th, 2017

5 Stars - Ethel K White, October 10, 2017

My name is Isabell Wetzel and I am a patient of Dr. Barcelona. I have had a few visits to his office. Each time I have an appointment to his office I observed Arlillian Jackson to be very professional and courteous. She is definitely an asset for HDMG. - Isabell Wetzel, July 17, 2017

5 Stars - Amanda DeAscentia, June 30, 2017

I can't just say one person as there have been so many every time I come in. Violet and Zaira have been extremely helpful and bent over backwards everytime I come in. Fatima and Lilliana have been very empathetic and understanding, just listening to my problems. Then of course there is Dr. Sethi, with whom I feel very comfortable and confident with. She is extremely competent, young and knowledgeable. I hope Dr. Sethi never leaves as I don't think I could find another one as compatible for me as her. I am extremely lucky and happy I found out about HDMG. I am very happy here and I enjoy coming to my Doctor appointments. - Linda Patricia Marks, July 25, 2017

I've been coming here for a lot of years. Health Net has always done great for me. You have a PSA named Zaira and I look forward to seeing her. She does a great job. She's helpful and very nice. She answers all of my questions. You have a great person here. - Melinda Brown, August 1, 2017

Just had an appointment with Dr. Subbarao. Such a caring person and explains everything. I have been using this medical group for over 10 years and having been satisfied with everything they have done. - Joan M., October 11, 2017

**5 Stars - Humberto Paz,
August 1, 2017**

Violet and Zaira are the most pleasant ladies I have dealt with. I am always welcomed with a smile and they are so helpful. I never wonder if things are done. I know they are. Thank you to these 2 ladies. You make my visits here comfortable, no stress. - Kelly Bell, August 21, 2017

Everytime I have gone there I have wonderful treatment. - Mindy Boyd, October 12, 2017

5 Stars: Bridget and Julie are super helpful and so kind!!! 5 stars for the two of them. I went in not knowing what health plan my grandmother was assigned to. The young girl in the front took her time in searching my grandmother's plan and the doctor she was assigned to. Esther T., June 30, 2017

I dropped off paperwork that needed to be filled out by Dr. Patel with Howard at the front desk. I wanted to say thank you to the staff at the front desk and to Dr. Patel's staff. They are very helpful and kind. I appreciate it very much. In addition, I think the staff in the back is a reflection of how well the staff in the front handles everything so well. - Sandy Robtoy

**5 Stars - Jackie Burdian,
June 6, 2017**

Great Nurses been coming here many years love the care and treatment of care. - Sandra Cuaron, May 17, 2017

5 Stars: The staff at HDMG are very considerate, polite and professional. Within three and a half hours my mother-in-law had blood tests, an EKG, chest x-rays and an antibiotic infusion. She was able to rest in a reclining chair in a private room. I highly recommend the staff and the modern facility for meeting your medical needs. Thank you. - Diane Schultz,

**5 Stars: Very prompt and very concerning. Everyone was nice and professional. They did all the stuff they were supposed to to find the problem.
-Diane Castillo Munoz,
June 14th, 2017**

Dr. Shikya, Bethany and Gigi. Everyone is courteous and helpful. Gigi and Bethany always have a smile and are genuine with their inquiries about how I feel. They are a wonderful compliment to Dr. Shikiya who is very thorough with my health concerns. The staff named above are friendly and courteous. - Renee Freiwirth, August 10, 2017

All the nurses were just wonderful, they all are very caring and spend time answering any questions that I asked. I have to say Janie Ramirez was so caring when I was very ill. She helped by giving me a user toilet seat that she had so I didn't have to buy one and it was a great help for me. I have to say Dr. Subbarao is the best doctor I have had in years. He is like our old fashion doctor we use to have. He is so caring and takes time with you. - Joyce Y. Krolin, August 8, 2017

Thank you for Nurse Elaine. She is a very supportive member of Dr. Sethi's team. She listens and responds (accordingly) and relays our needs to Dr. Sethi, and other staff members are always anxious to assist us when she is not available. We appreciate her interaction with family on behalf of the patient in ensuring needs are met and fulfilled. What a great team member! - Lamonte DeWindt, August 21, 2017

Got my 4 year old daughter right and out. Great experience all around. - Salina Kertzman, November 7, 2017

Roxana is an excellent nurse. Not only is she prompt and courteous, she is very polite and efficient. She always follows through; quick to help you. No problem when waiting for a reply. She always calls back. Efficient on referrals. And excellent nurse to Dr. Mistry. I am grateful that Dr. Mistry is my doctor and Roxana is his nurse. Bethany is a wonderful, pleasant person, and has the ability to always be prompt on assisting and meeting your needs. I am glad she is a part of HDMG - makes my visit a lot more comfortable. Excellent customer service, hire more like Bethany! I am glad she is back with Dr. Mistry. Look forward to seeing her with every visit. Everytime I come to HDMG, no matter what day of the week it is, Lorena is always courteous and goes over and beyond her duties to help me in person and over the telephone. I wish there were more people like her in the medical field. Howard is an excellent worker and courteous in person and over the telephone. He has a good memory and it makes me feel very good. Telephone courtesy. Very helpful and always polite and smiling. Glad to have him at HDMG. Not only do the nurses and doctors make the experience pleasant, but the staff do as well. - Tashia Blackman, August 10, 2017

Excellent care and support from check in to check out. In and out in 1 hour. - Kymberlee Bush Cochran, August 20, 2017

Been going here for the last 18 years love my doctors always take the care. -Vyonnee Szalai, June 17, 2017

Dr. Subbarao and his nurses were friendly. Even though Dr. Subbarao had a meeting, he made me feel like my health was important to him. - Maria Gonzales, July 5, 2017

5 Stars: I've been bringing my family to HDMG for 10+ yrs. and cannot say enough wonderful things about the care, staff and professionalism. We have always been treated with respect and warmth, and our opinions are not only tolerated but invited. I don't know if new management took over the urgent care but over the past year I've seen an improvement and this department has exceeded my expectations in every way possible (only place I come for urgent care, and yes I'm a regular). They have created a space where patients feel welcome, both physically and emotionally, but the best part is they show compassion. HDMG is the best around, far exceeding what we could have hoped for. Thank you for the fabulous experience and wonderful care not to mention the rapid service; total time spent from start to finish with a quick visit to the x-ray department was only 1 hour! - Lorena Martinez, June 12, 2017

I'm a Senior and every time I've been there I'm very impressed with the cleanliness, the help I received, the professionalism of the staff...
- Debra Herrera, October 4, 2017

5 Stars: Bridget and Julie are super helpful and so kind!!! 5 stars for the two of them. I went in not knowing what health plan my grandmother was assigned to. The young girl in the front took her time in searching my grandmother's plan and the doctor she was assigned to. Esther T., June 30, 2017

5 Stars - Mike N Jennifer,
December 7, 2017

5 Stars: I have been a patient of High Desert for over 10 years and I have been satisfied with their services. I have COPD and have been attending classes taught by PFT Mike McKelley and he has been extremely helpful and informative. He answers all my questions and is very caring. - Pat S., March 14, 2017

These folks are excellent! From the urgent care to family practice, rarely would you have to go off site for care and they are very professional! - Lawrence Jones, May 6, 2017

Good job Wendy! Thank you!
- David Rodger, October 19, 2017

**5 Stars
- Linda Perry
June 9, 2017**

My visit to Urgent Care is always pleasant! And, I'm in/out in under 30mins to an hour! - Lovely MKay Warren, September 3, 2017

HDMG Urgent Care team was top-notch when I had to unfortunately come in for care. Professional, personable staff with great humor. A+ job. - Anthony Paul Bonilla, August 17, 2017

Despite having to be there anyway. The staff was great. 3 out of 4 doctors I've dealt with were fantastic. Bruce in urgent care is the best. I have had to have antibiotic infusion for 6 days straight and Wayne and Lisa who I now affectionately call mom and dad have been fantastic. They tend to all my needs and are very friendly, kind, considerate and funny. Hate being here, but they make it comfortable. - Robin Nash Shanyfelt, April 2, 2017

Wendy is very helpful. She went out of her way for me. - Janice Blackenship, June 29, 2017

Dr. Mya is a very special doctor and very friendly and I will want to see him again. - Delores Winfrey, June 29, 2017

I came into Senior Wellness Urgent Care, Doctor Roc saw me and Marlene was my nurse. Doc Roc was great. But Marlene was Awesome. I feel extremely grateful

to have an awesome compassionate nurse care!! Thank you. P.S. HR great hire.

- Kimberely M. Faussett, August 9, 2017

This was the shortest trip to urgent care ever! We were seen in a timely manner, and everyone was very ice especially Cindy.

- Michael Jones, September 6, 2017

Letty Gonzales is a very helpful nurse. She has answered all and more of my questions. I have seen her talking to people in the hallway and has a great smile. - Henry Alcamtar, August 21, 2017

I was very impressed by the courteousness of the staff. I was especially impressed by Liza T. and her handling of taking blood and placing the I.V. It was one of the best that I've had done. I barely even felt it and she only had to place it once. Most times others have to poke a couple of times to get an I.V. started. She should be commended and get a raise. - Tammy Swain, September 12, 2017

Jennie was very helpful and courteous. - Jerry M. Baca, September 20, 2017

Fatima is quick acting diligent person and nurse! She was also very caring, concerned and thoughtful! Thank you for excellent patient care! - Claudia Espinoza, October 5, 2017

Tina, Jackie, Nancy and Heidi - all kind, patient, through and very helpful. - Nana Hayes, September 26, 2017

Tina Young helped me today. She was fun, friendly and very helpful. As was her staff.

- Sheri Langaman, September 26, 2017

The following staff members really stuck out in my mind and made me feel comfortable during a horrible time dealing with my injury. 5 Stars for Sylvia & Christine in Wound Care. 5 stars for the receptionists Dan and Mercedes. 5 stars for Brian in Urgent Care. 5 stars for Dr. Bogossian, who is absolutely incredible. He saved my right foot! 5 stars for the infusion department, Lisa and Wayne, incredible! All the nurses, incredible!

- Jeremy Heiner, August 28, 2017

5 Stars - Kelly Doratt, July 16, 2017

Got my 4 year old daughter right and out. Great experience all around.

- Salina Kertzman, November 7, 2017

Dr. Sethi is awesome, really listens to what's going on thoroughly before diagnosing you. February 27, 2017

I want to say thank you to all the High Desert Medical Group staff and the Provider that treated me in the Urgent Care. Last night, I had an very scary emergency and when I arrived in the Urgent Care, I was immediately triaged and brought back to the room where I was treated with the best of care. Overall, my experience was nothing but positive so I wanted to be sure to thank the staff and give High Desert Medical Group a "big thumbs up." - Amanda L, March 3, 2017

I have been attending the classes taught by Mike McKelly and he has been extremely helpful and informative. He answers all my questions and is very caring.

Absolutely love Edward Tammara! He is always in such a wonderful mood and takes time to talk to you! He explains everything and never seems to rush you. He is always so good about talking directly to my daughter and not just the parent. He makes you feel better just by his friendliness! Wonderful PAC! - Katherine and Laura Shannon, October 11, 2017

Janie helped us today. Our experience has always been great. We have a weekly shot we take and interface with Janie and Leandra weekly. We have always been greeted with a smile and asked how we are doing. All of our questions have been answered and correctly. They really know the system and services very well. Thank you for hiring really professional staff - Clifton Tracy Jr., July 11, 2017

I am writing this on behalf of my Mom (she doesn't use a computer) who has been with HDMG for over 25 years! She and my late Dad have only good things to say about the medical service they have received from their personal physicians (we love Dr. Ho!). I can second their opinion since I have been going to their appointments with them for many years. A relatively recent addition to HDMG's services is their 360 Degree Zone which provides outstanding exercise, workout, and dance opportunities. Mom--who is 83--loves going to classes (sometimes 3 a day!!) for up to 5 days a week. My family firmly believes that the Zone will keep Mom active and happy for many more years. The Zone staff is experienced, accommodating, and efficient. The instructors are skilled, attentive, and FUN! The Zone is a great place for seniors to work out, socialize, and just enjoy life. Thank you, High Desert Medical Group, for offering such a service to an important segment of our population! - Florence K., March 16, 2017

