

Privacy Policy

9/11/2026

This Privacy Policy describes how St. Joseph Medical Clinic ("we," "us," or "our") collects, uses, and protects information submitted through stjosephmedicalclinic.com and through our text message program.

This policy covers our website and messaging. It is separate from our **Notice of Privacy Practices**, which describes how we handle protected health information under HIPAA and is provided to you at your first visit. A copy is available at the front desk and on request.

Information we collect

Through our website and messaging program we collect information you provide directly, including:

- Patient name, date of birth, and contact details including mailing address, email address, and phone numbers
- Appointment request details such as requested date, provider, specialty, and whether the visit is a first or follow-up visit
- Your mobile number and a record of your consent if you opt in to text messages
- Messages you send us through our contact form, by email, or by reply text

We ask only for the information needed to schedule and confirm your visit. Please do not send detailed health information, test results, or payment card numbers through the website or by text.

We also collect limited technical information automatically when you visit the site, such as browser and device type and pages viewed.

How we use your information

- To schedule, confirm, reschedule, and remind you about appointments
- To contact you about your care and respond to your questions
- To verify your identity and maintain accurate patient records
- To operate and improve our website and scheduling process
- To meet legal, regulatory, and recordkeeping obligations

Mobile information and SMS consent

If you opt in to text messages, we collect your mobile number and a record of your consent, including the date, time, and method by which it was given.

No mobile information will be sold, rented, or shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent are not shared with any third parties, and are not sold or transferred under any circumstances.

Mobile numbers are shared only with the service providers who deliver messages on our behalf, and only to send the messages you asked to receive. Those providers are bound by written agreements, including business associate agreements where required by HIPAA, that limit their use of your information to that purpose.

Standard text messaging is not encrypted. We limit the health information included in our messages, but we cannot guarantee that a message will not be seen by someone else with access to your phone. You can withdraw consent at any time by replying STOP. See our [Text Message Terms](#) for details.

How we share information

We do not sell your personal information. We share it only:

- **For your care.** With providers, laboratories, pharmacies, and facilities involved in your treatment, as described in our Notice of Privacy Practices.
- **With service providers.** Website hosting, scheduling, and messaging vendors performing functions on our behalf under written agreements.
- **For payment and operations.** With health plans and billing services as needed to obtain payment for services.
- **When required by law.** In response to a court order, subpoena, public health requirement, or other legal obligation.

Security

We use administrative, technical, and physical safeguards to protect the information we hold, including encryption of information submitted through our website. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

Data retention

We retain information for as long as needed to provide care and to meet legal and medical recordkeeping requirements. Mobile numbers are removed from active messaging lists promptly after you opt out, and we keep a suppression record so we do not message you again in error.

Your choices

- Reply STOP to any text message to stop receiving messages

- Ask any staff member to change how we contact you, or to remove your mobile number from our reminder list
- Request access to, or correction of, the information we hold about you, as described in our Notice of Privacy Practices

To make a request, contact us using the details below.

Children's privacy

Our website is not directed to children under 13, and we do not knowingly collect information from them online. Where a minor is a patient, a parent or legal guardian provides the information and any consent to text messages.

Third-party links

Our site may link to third-party services, which have their own privacy practices. This policy does not apply to them.

Changes to this policy

We may update this Privacy Policy from time to time. The effective date above reflects the most recent revision.

Contact us

Questions about this policy, or about how your information is handled, can be directed to our office using the details below.

St. Philip Medical Clinic

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Vacherie, LA 70090