



As part of our Advanced Primary Care Management (APCM) program, we are here to help you stay healthy, avoid unnecessary hospital visits and costs and get the right care when you need it.

The APCM program can help individuals:

- prevent certain medical conditions
- identify symptoms early
- coordinate care with various doctors and other specialists.

A common question we receive from patients is knowing when to contact your primary care physician (PCP), visit an immediate care clinic or go to the emergency room.

Please scan the QR code to the right to view a brief video message from Katie O’Neal Royals, MD, a primary care physician with Hattiesburg Clinic, on the importance of choosing the right level of care.



You can also access the video at the following link:
<https://www.hattiesburgclinic.com/monthly-resources/>.

Question: What should I do if I am sick?

Answer: Call Your Primary Care Physician (PCP) First

- Your PCP knows you and your medical history. He or she can help determine the most appropriate care.
- Many concerns can be addressed through same-day appointments, e-visits, telehealth appointments or treatment recommendations.
- Patients who use Iris can conveniently book appointments with a provider from their care team online with fewer steps, any time of day or night.
- Scheduling an appointment with your PCP can also help save time.

Question: What should I do if my PCP is not available?

Answer: If your symptoms feel urgent but not life-threatening, an immediate care visit might be the best option.

Where to Go for Immediate or Urgent Care

Immediate care clinics, also known as urgent care, provide prompt treatment for non-emergency conditions such as minor injuries, flu-like symptoms, fevers, sprains, infections or rashes.



Hattiesburg Clinic Immediate Care Locations:

Immediate Care – Hardy Street

105 Thornhill Dr.
Hattiesburg, MS
Hours: Monday – Saturday: 8 a.m. – 7 p.m.
Sunday: 1 – 7 p.m.

Immediate Care – Carriere

6941 Hwy. 11 N., Ste. A
Carriere, MS
Hours: Monday – Friday: 8 a.m. – 5 p.m.
Saturday: 9 a.m. – 2 p.m.

Immediate Care – Bellevue

7148 Hwy. 98 W., Ste. 102
Hattiesburg, MS
Hours: Monday – Friday: 7 a.m. – 6 p.m.
Saturday: 9 a.m. – 3 p.m.
Sunday: 12:30 – 4:30 p.m.

Immediate Care – Laurel

2313 Hwy. 15 N.
Laurel, MS
Hours: Monday – Friday: 8 a.m. – 5 p.m.
Saturday: 8 a.m. – 12 p.m.

Immediate Care - Petal

50 Parkway Ln.
Petal, MS
Hours: Monday – Saturday: 8 a.m. – 7:30 p.m.
Sunday: 1 – 6 p.m.

Immediate care clinics typically offer shorter wait times and lower costs than emergency rooms for non-life-threatening conditions. Hattiesburg Clinic Immediate Care locations offer online scheduling for patient convenience through our patient portal, Iris.

Question: When should I go to the emergency room?

Answer: You should go to the emergency room if you believe your symptoms can be life-threatening.

When to Go to the Emergency Room

Getting the right care might include going directly to the emergency room. Call 911 or go to the emergency room immediately for life-threatening symptoms, including:

- Chest pain or pressure
- Trouble breathing or shortness of breath
- Severe bleeding
- Sudden weakness or numbness (especially on one side)
- Severe head injury or confusion
- Loss of consciousness



Your care team is here to provide personalized guidance, reminders and ongoing support. If you have questions or need assistance, please contact your dedicated case management nurse.

If you have not watched the APCM welcome video from Bryan N. Batson, MD, chief executive officer of Hattiesburg Clinic, you can access the video at the following link:

<https://www.hattiesburgclinic.com/welcome-video/>

Thank you for trusting Hattiesburg Clinic with your health care needs. We are here to support you every step of the way.