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## Client Spotlight—City of Natchitoches

Known for its historic charm and warm hospitality, the City of Natchitoches has long been one of Louisiana's most beloved destinations. From its famous Christmas Festival, now in its 99th year, to its vibrant downtown and strong sense of community, Natchitoches stands out as a place where people truly care about one another.

Mayor Ronnie Williams attributes much of that success to the city's residents and their dedication to keeping Natchitoches moving forward. "We're a town made for tourism, but also for community," he says. "Our people want to see the city succeed, and that's what makes Natchitoches so special."

That same spirit of care extends to the city's employees, thanks in large part to an 11-year partnership with **Access2day** and **Natchitoches Regional Medical Center (NRMC)**. Together, they provide convenient, no-cost healthcare for city employees and their families—an offering both the mayor and HR Manager Jennifer Brumley describe as life-changing.

"The walk-in clinic at NRMC has been a game-changer," Brumley says. "Employees love the short wait times, the friendly staff, and the fact that they can get quality care without the hassle of insurance paperwork or high costs. It's quick, easy, and people feel genuinely cared for."

Mayor Williams agrees, noting the program's impact on both employee health and city operations. "When employees can get in, get care, and get back to work quickly, everyone benefits," he says. "Early detection of health issues, fewer sick days, and better overall well-being. It's a win-win for our people and our community."

Brumley adds that the relationship with NRMC feels personal. "We know the people at the clinic," she says. "There's a hometown connection that makes it easy to call, coordinate, and easy for employees to trust the care they're receiving."

For the City of Natchitoches, the partnership with Access2day and NRMC is about showing employees that their well-being matters. And that, Mayor Williams says, "is one of the best investments we can make in our people and our future."

## Provider Profile: SouthStar/Coastal Group

The SouthStar/Coastal Group has played a key role in expanding Access2day clinics across Louisiana—bringing **quality, convenient, and \$0 cost** care to more communities than ever before.

In December 2021, **Coastal Urgent Care** merged with **SouthStar Urgent Care** under the Community Care Partners umbrella. Both organizations shared similar values and a strong commitment to patient-centered care, making the transition seamless. Coastal UC had already been delivering Access2day services efficiently, and the merger allowed those services to expand across SouthStar's growing network, increasing access to care throughout the state.

Matt Naquin, FNP, has been part of that growth journey. Before the merger, he ran the **Coastal Access Health** clinic in Hammond for three years, helping employees and families access same-day care close to home. After Coastal Access Health closed in 2022 due to utilization, Matt transitioned to work with SouthStar and Coastal Urgent Care clinics, continuing his commitment to accessible, proactive healthcare.

## How Access2day Works

Getting care has never been easier. With Access2day, members can visit any participating clinic for \$0 cost, no insurance hassle, and no appointment needed. From everyday illnesses to minor injuries, Access2day clinics provide fast, quality care so you can get back to what matters most.

Watch the 90 Second How It Works Video



## Find Your Nearest Clinic

Download our **Clinic Finder App** for the most up-to-date locations.



Reflecting on his experience, Matt believes the merger strengthened Access2day's mission. "When clinics can provide fast, affordable care without barriers, it changes lives," he says. "We're helping people get the care they need before small issues become major health concerns."

Today, the SouthStar/Coastal Group network gives Access2day members more options, shorter wait times, and the confidence of knowing quality care is never far away. It's a partnership built on shared values—making healthcare easier, faster, and better for communities across Louisiana.



"Please keep Access2day forever! We have such peace of mind knowing we can get medical help without having to sacrifice grocery money."

—State of Louisiana Employee

## Know Where to Go: ER vs. Access2day Clinics

Choosing the right place for care can save time, money, and stress. Not every medical issue requires a trip to the emergency room. Many can be handled quickly and affordably at an Access2day clinic.

### Access2day Clinics

Best for non-life-threatening issues such as:

- Moderate fevers or flu symptoms
- Minor accidents, falls, sprains, and strains
- Cuts that may need stitches
- Rashes, infections, or insect bites

### Emergency Room

Go here for life- or limb-threatening situations like:

- Chest pain or difficulty breathing
- Severe burns or head and neck injuries
- Major allergic reactions or high fevers (103°+)

With **\$0 cost for members**, short wait times, and convenient locations, Access2day clinics make it easy to get the right care at the right time.

Find your nearest Access2day clinic here: <https://access2dayhealth.com/locations>

## On the Road with Access2day

### LSA Training Conference and Exhibition

The Sheriff's offices here in Louisiana provide invaluable support and service. We were proud to be part of this year's conference in Destin, FL, and to partner with the dedicated sheriffs who serve our community.



## Stay Healthy & Informed

We're here to make healthcare simple, affordable, and accessible. If you haven't yet, visit an Access2day clinic near you and experience the difference!

Need Assistance? Contact us at **800.797.9503** or [customerservice@access2dayhealth.com](mailto:customerservice@access2dayhealth.com)