

Physician Assistant Mathew Reynolds Joins Northern Urgent Care

Mathew Reynolds, PA-C, one of several providers at Northern Urgent Care, a division of Northern Regional Hospital established in November 2020 to treat patients with non-emergency conditions. As an on-site Physician Assistant, Reynolds diagnoses and treats patients with non-emergency conditions – including, but not limited to, minor sports injuries and lacerations, incision drainage, sinusitis, back pain and neck pain, urinary tract infections, colds and flu, and COVID-19 testing.

“I am pleased to have the ability to serve the community through my patient-care efforts at Northern Urgent Care,” he said. “What we provide is a necessary bridge for patients who need to be seen when a visit to the Emergency Department is not necessary or their primary-care physician is not available.”

Reynolds graduated from California State University with two bachelor’s degrees: in 2013, he earned a Bachelor of Arts degree in Psychology; and, three years later, a Bachelor of Science degree in Biochemistry. His interest in becoming a Physician Assistant was fueled by his work experience in a busy Emergency Department.

While initially interested in being a mental-health counselor due to his fascination with the intricacies of human emotions and thought processes, a three-year stint in a bustling Emergency Room narrowed his focus on pursuing a career as a Physician Assistant.

Working as a scribe in the Emergency Department (ED) of Saint Agnes Medical Center in Fresno, CA, he was able to learn and observe ED clinicians as they triaged the provision of care, made life-saving decisions, interpreted lab results and imaging studies, and interacted with patients. “My time in the Emergency Department was the most influential factor in my decision to become a Physician Assistant,” he said.

His professional aspiration now solidly determined, he enrolled in the Physician Assistant program of Wake Forest School of Medicine – and, in May 2020, graduated with a Master of Science degree in Physician Assistant Studies. Reynolds strategically selected Wake Forest School of Medicine because it was located in a large metropolitan area and, thus, would give him exposure to a full menu of clinical conditions and medical specialties – including cardiology, women’s health, general surgery, orthopedics, family medicine, and others. “My preceptors did a great job, and I had exposure to just about everything,” he said.

Reynolds' advanced education and training helped crystallize his belief that listening to patients and acknowledging their reality was a vital part of the overall treatment process. "Every provider has his or her own way of handling patients, but taking the time to assure patients that they've been heard goes a long way in establishing effective communications and, eventually, trust," says Reynolds. "It's important that my patients know I hear them – because I'm treating a *patient*...not a disease."

Reynolds also depends on the life lessons he learned from participating in a variety of volunteer opportunities – from working with children to helping set-up and staff community health-education programs and charitable events. Three years ago, he served as a volunteer with the Fresno-based Hind's Hospice, where he assisted nurses and social workers with patients' families. "That experience introduced me to death in a different way than the oftentimes traumatic manner I had witnessed in the Emergency Room," said Reynolds. "With hospice, it can be a more graceful departure; and permits time for all family members to come together."

Reynolds is a member of several national, regional and state professional organizations, including the American Academy of Physician Assistants (AAPA), the North Carolina Academy of Physician Assistants (NCAPA), and the Piedmont Association of Physician Assistants (PAPA). He is also certified by the National Commission on Certification of Physician Assistants.

When not treating patients, Reynolds enjoys such heart-pumping outdoors sports as running, ice hockey and snowboarding; while his favorite armchair activity is reading – especially books and journals related to healthcare.

Northern Urgent Care is open seven days a week and conveniently located at 119 Welch Road, Suite A in Mount Airy, NC (at the corner of Highway 52 and Snowhill Drive). Hours of operation are 8 AM to 7 PM Mondays thru Friday; 8 AM to 5 PM on Saturday, and 11 AM to 5 PM on Sunday. Phone: 336-719-7200.
