

# JOURNEY TO HEALTH



**REVOLUTIONIZING  
CRITICAL CARE  
WITH EICU**



**JIM LAMBERT**  
CEO, Memorial Hospital and Manor

**As the CEO of Memorial Hospital and Manor, it is both an honor and a pleasure to share the significant strides our hospital has made, not only in improving our quality and service, but also in fortifying our ties with the community and navigating through challenging times.**

We invite you to take note of the progress and improvements highlighted in this publication, made possible through strategic partnerships, expanded service lines, and crucial equipment upgrades. I am also profoundly proud of the remarkable progress our hospital team has made, particularly in enhancing patient satisfaction. This achievement is a testament to the dedication and hard work of our exceptional staff who consistently go above and beyond to ensure the highest standard of care for our patients.

The last five years have presented unprecedented challenges, most notably with the global pandemic affecting the medical community profoundly. I want to express our heartfelt appreciation for the unwavering support we've received from the community during these trying times. The loyalty and strength exhibited by the community in standing by us, both personally supporting our employees and providing crucial financial assistance to the hospital, underscore the profound ties that bind a local rural hospital and its community.

Your resilience and support propels us into the future with optimism and determination. The generosity of personal donors, along with the business contributions we received through the Georgia HEART Tax Credit Program for rural hospitals, has been instrumental in ensuring the continuity of our operations and has paved the way for planned projects and upgrades. These improvements reflect our commitment to providing cutting-edge healthcare services and creating an environment that fosters healing and well-being. We are excited about the positive impact these initiatives will have on the overall healthcare experience we offer to our patients and our community.

Memorial Hospital and Manor is excited to continue our journey towards excellence in healthcare. We look forward to the challenges and opportunities that the future will bring and remain steadfast in our commitment to providing exceptional care to our patients.

**Thank you to our community - and the entire southwest Georgia region - for your support of Memorial Hospital and Manor.** On behalf of the Hospital Authority of Bainbridge and Decatur County, we are grateful for the many ways you support our hospital. Many of you donate to our hospital through Georgia Heart and others have given direct gifts to the hospital or to the Memorial Hospital Foundation. And thousands more have chosen our hospital or one of our employed physicians when you needed care.

This kind of support is allowing us to buck the trend in rural healthcare. We are growing stronger, and our goal is to be your first choice for healthcare and to broaden the range of needed services that are available right here in Decatur County. We want Memorial Hospital and Manor to be an even stronger asset to our community by caring for its citizens, supporting a robust quality of life, and helping drive economic development. As Chairperson of our Hospital Authority, I feel fortunate to work with the talented, dedicated members of the Authority. They provide steady leadership and insightful direction for the hospital. I am grateful to each of them for their time, commitment and enthusiasm.

The Authority is proud to partner with our skilled, professional management team, led by CEO Jim Lambert and CFO Dave Paugh. Together we are laser focused on continuously improving our hospital - both the quality of care provided and the financial stability of Memorial Hospital and Manor. The entire staff - a group that is unmatched in their dedication to our community healthcare - is focused on providing YOU with the best care anywhere!

This magazine shares so many of the ways we are achieving these goals. "Our community, our hospital" is more than a tagline - it's our core motivation. Thanks to Jamie Sinko, Director of Development, and everyone who contributed to the production of this magazine.

From e-ICU to all the other services offered at Memorial Hospital and Manor, I hope you will enjoy learning more about YOUR hospital.



**GLENNIE COX BENCH**  
Chairperson, Hospital Authority of  
Bainbridge and Decatur County

# welcome

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## ON THE COVER

Shalonda Sanders, Nurse Manager, Intensive Care Unit and Medical Surgical Unit (left) and Lori Eubanks, Chief Nursing Officer (right) stand in front of the eICU (Electronic Intensive Care Unit) monitor, a cutting-edge partnership with Emory Healthcare.



MEMORIAL HOSPITAL AND MANOR  
EMBRACING THE FUTURE WITH EICU

# REVOLUTIONIZING CRITICAL CARE



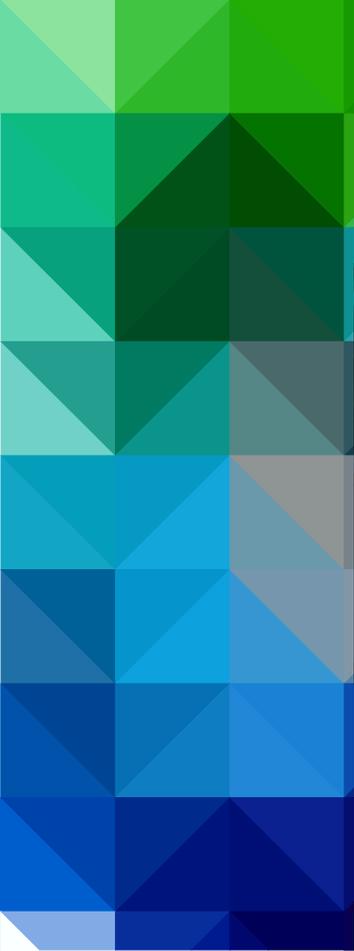
*AT MEMORIAL HOSPITAL AND MANOR, WE UNDERSTAND THE GRAVITY OF HAVING A LOVED ONE IN INTENSIVE CARE.*



Acknowledging the stress and emotional strain experienced during such times, our Intensive Care Unit (ICU) nursing staff has always endeavored to create a supportive and secure environment for patients and their families. Now, thanks to the evolution of technology, we have a new tool to assist in providing the best care possible for our intensive care patients: a state-of-the-art Electronic Intensive Care Unit (eICU) program. This cutting-edge initiative marks a significant milestone in our mission to deliver top-tier critical care to our community.

## **WHAT IS AN ELECTRONIC INTENSIVE CARE UNIT (EICU)?**

An Electronic Intensive Care Unit is a model of telemedicine where state-of-the-art technology is used to provide an additional layer of critical care service to patients. With an eICU program, patients do not have to be in the same hospital as their critical care physicians. Through an eICU platform, caregivers can remotely access patient data, clinical profiles



and treatment information. Instead of physical monitoring, a patient's conditions and vital signs are monitored virtually via high-definition audio and visual equipment, and software tools. The model allows intensive care medicine specialists, or intensivists, and ICU nurses to orally communicate with the ICU, provide real-time support and manage ICU patients remotely. And with eICU, more patients across multiple ICUs and hospitals can access quality care.



## THE EICU PROGRAM AT MEMORIAL HOSPITAL AND MANOR

Memorial Hospital and Manor currently has six medical/surgical ICU beds that are being monitored remotely by Emory's eICU Center, headquartered at Emory Saint Joseph's Hospital campus in Atlanta. Employing advanced telemedicine technology, this service functions as an additional layer of critical care, extending consultation and expertise to enhance patient outcomes. This innovative system of remote monitoring and expert consultation provided by Emory's eICU not only augments the critical care offered to patients at Memorial Hospital and Manor but also represents a vital form of telemedicine that ensures continuous, high-quality care for ICU patients, regardless of the time of day or night.

Recognizing the importance of this service, the Georgia Department of Community Health allocated a \$450,000 grant to bolster this initiative, aiding in the procurement of necessary equipment and the establishment of the eICU services linkage between Memorial Hospital and Manor and Emory.

"We are excited to be collaborating with Emory Healthcare for their remote ICU monitoring service funded by a grant through the Department of Community Health," says Jim Lambert, CEO of Memorial Hospital and Manor. "We feel this service will complement the great care our team provides every day and will allow us to keep more critical patients close to home and family."

## THE RESULTS

The integration of eICU services at Memorial Hospital and Manor has not only revolutionized critical care but has significantly enhanced our capacity to serve the community with exceptional healthcare standards. This innovative initiative was designed to equip our medical staff with cutting-edge tools while ensuring patients receive exceptional care in familiar surroundings.

The eICU program was crafted with multifaceted goals: improving care quality, increasing the ability of the ICU to accept more admissions while also transferring fewer patient to other hospitals, enhancing patient and family satisfaction, and ensuring cost-effective

## HOW THE EICU PROGRAM STARTED

The inception of the eICU program dates back to 2014, emerging within critical care units at Emory University Hospital, Emory University Hospital Midtown, and Emory Saint Joseph's Hospital. The primary impetus behind this groundbreaking initiative was to revolutionize critical care services, aiming to address critical challenges within the healthcare system.

Cheryl Hiddleson, MSN, RN, CCRN-E, Director of the Emory eICU Center, succinctly delineated the core objectives. "The goal was to improve quality of care, shorten ICU lengths of stay and discharge patients in a better state of recovery, potentially reducing Medicare spending," she explained.

This goal encompassed a two-fold strategy. The first facet involved the establishment of a critical care residency training program for affiliate providers, designed to fortify critical care management. The second aspect was to provide round-the-clock monitoring of critical care patients and ensure access to intensivist physicians and support staff, especially during night and weekend shifts when physician presence within ICUs was sparse.

care. The technology led to swift adaptations to patient needs, reduced the number of patients being transferred to other hospitals, and notably increased emergency department admissions, thus benefiting the community by providing critical care services locally.

While direct cost measures are ongoing, indirect savings via reduced travel expenses and heightened patient satisfaction have already shown significant success. Patients and families have expressed increased confidence in our exceptional care for critical patients, citing the kindness of our ICU nurses, solidifying trust in our facility.

Moreover, the eICU technology has not only improved patient care but has also created a positive work environment, aiding in staff retention and recruitment. This has significantly reinforced our commitment to exceptional care delivery within the community.

The collaboration with Emory's eICU team, including certified ICU intensivists and nurses, has been invaluable. Their continuous monitoring and immediate support during off-hours have ensured state-of-the-art care and guidance, especially benefiting new nurses managing critical patients.

"Memorial Hospital and Manor has been working with Emory for almost a year now and we have learned some valuable information," reflects Hiddleston. "Their staff is 100% dedicated to providing the highest quality care. They are also good partners to work with and are quick to respond to patient issues and needs. Our goal is to support the staff so the patients they care for can remain in their community instead of being transferred to another distant hospital." Cheryl Hiddleston, MSN, RN, Emory Healthcare Director of eICU Operations

***As Memorial Hospital and Manor continues to grow this partnership with Emory Healthcare, the future of critical care in our community appears brighter than ever. With continued collaboration, we are confident that our ability to provide top-tier critical care services will only improve, allowing us to keep critical patients close to their families while providing the highest standard of care.***



## INTENSIVE CARE EXCELLENCE AT MEMORIAL HOSPITAL AND MANOR

While the addition of eICU services has added an additional level of excellence to patient care, Memorial Hospital and Manor's Intensive Care Unit (ICU) stands out as one of the most contemporary and efficient facilities in the region. Recognizing the challenges and emotional stress when a loved one is in the ICU, our dedicated nursing staff is committed to providing comfort and security for both patients and their families.

Offering a range of inpatient and outpatient diagnostic services, our ICU features an array of advanced medical procedures. These services include Echocardiograms and holter cardiac monitoring, catering to 24-hour event tests. Our Echocardiography Lab services, available from Monday to Friday, can be conveniently scheduled through our Scheduling Department at (229) 243-6299.

The Memorial Hospital and Manor's ICU nursing team excels in patient care by leveraging telemetry to monitor patients in various hospital units, ensuring comprehensive oversight and timely interventions. The ICU has limited visitation policies due to the constant need for attentive monitoring in a controlled environment, ensuring the best care for patients.

At Memorial Hospital and Manor, our commitment to exceptional care extends beyond the standard ICU services. We prioritize patient well-being, offering advanced diagnostic facilities and round-the-clock monitoring, making us a cornerstone of comprehensive and patient-centered care within the community.



**DEAN BURKE, MD,  
FORMER GEORGIA STATE  
SENATOR FROM DISTRICT  
11 AND FORMER CHIEF  
MEDICAL OFFICER AT  
MEMORIAL HOSPITAL  
AND MANOR**

"This collaboration between Emory and rural hospitals is critical to providing needed intensive care services in these rural communities. The recent pandemic showed policy makers the importance of high-level critical care services being provided locally when regional systems were filled beyond capacity. This eICU grant program will support the rural hospital in a sound fiscal manner while providing needed high level critical care access close to home."



**CHERYL HIDDLESTON,  
MSN, RN, EMORY  
HEALTHCARE DIRECTOR  
OF EICU OPERATIONS**

"As the nation ages and chronic illnesses accumulate, the need for timely and effective critical care continues to grow. The Emory eICU innovation offers patients, families, hospitals and payers a high-quality, cost-effective strategy to ensure that critical care can be provided when and where needed."

# HOW THE eICU WORKS

*At Memorial Hospital and Manor, we take pride in delivering comprehensive and exceptional care to our patients. Our integrated system incorporates the innovative eICU service provided by Emory Healthcare, ensuring a continuous, vigilant watch over each patient's well-being. Let's take a step-by-step look at how the system works.*



## SEAMLESS INTEGRATION

Upon a patient's admission, our dedicated nursing team initiates the eICU service by simply pressing the designated button. This action instantly connects us with a specialized Critical Care Registered Nurse (CCRN) at Emory. The patient is warmly introduced to the eICU team, facilitating a smooth transition into this additional layer of support.

## EXPERT OVERSIGHT AND COLLABORATION

The process involves immediate communication with the Emory physician, who thoroughly reviews pertinent information such as lab results and treatment orders. The eICU physician has the capability to input orders, similar to the attending physicians within our hospital. This collaboration ensures a holistic and timely approach to patient care.

## CONTINUOUS MONITORING AND PROACTIVE CARE

The CCRN nurse closely monitors vital signs and heart rhythms, continuously observing for any irregularities. Should any concerning values arise, either our unit nurses or the eICU team can promptly initiate contact, maintaining an open channel for effective communication. This real-time exchange of information is especially invaluable during the night shift when local attending physicians might not be on-site.

## ACCESSIBLE PATIENT-CENTERED CARE

Our patients never experience a lapse in immediate physician coverage. The eICU team can remotely assess the patient, if necessary, ensuring proactive care and intervention. Moreover, the CCRN conducts daily rounds, explaining the scope of services and providing ongoing support directly to the patient.

## A RELIABLE LINE OF COMMUNICATION

The eICU service offers a seamless, 24/7 communication channel, enhancing the quality of care delivered and enabling a comprehensive approach to patient well-being. At Memorial Hospital and Manor, the integration of eICU services exemplifies our commitment to leveraging cutting-edge technology for the benefit of our patients.



**TIMOTHY G. BUCHMAN, PH.D., M.D., FACS, FCCP, MCCM MEDICAL DIRECTOR, EMORY EICU CENTER FOUNDING DIRECTOR (EMERITUS), EMORY CRITICAL CARE CENTER**

"Memorial Hospital and Manor distinguishes itself by outstanding care of challenging patients. The staff is knowledgeable, responsive, and clearly patient/family focused. It's a privilege to support the entire care team. Patients and families are well served by Memorial Hospital and Manor's ICU team, and it's a pleasure to serve the entire community where they work and live."



**KAREN MAIGE, RN, MEMORIAL HOSPITAL AND MANOR**

"Our facility is very fortunate to have the eICU program. It's really amazing that we have an intensivist readily available to our patients and their families to ensure that they have 24-hour physician coverage. It gives the patient and families an extra reassurance knowing that an extra set of eyes is providing care. Patients are amazed at the service and have even expressed their satisfaction that such a well-known facility is involved in their care right here in Bainbridge."

# PROVIDING ESSENTIAL CARE IN TIMES OF CRISIS

At Memorial Hospital and Manor, we pride ourselves on our commitment to delivering exceptional emergency medical services. Our Emergency Department (ED) is a pivotal resource offering emergency care around the clock, seven days a week.

*At the core of its function, the ED serves as the central hub for medical control and response for the Decatur County EMS, ensuring prompt and effective emergency medical care for the community.*

Comprised of a team of dedicated medical professionals, the ED's staff includes both full-time and part-time physicians who are independent contractors. These physicians are fully credentialed members of the Memorial Hospital and Manor medical staff with specialized privileges in emergency medicine. The department is overseen by a full-time ED physician serving as the medical director. Additionally, an ED nurse manager, a registered nurse, supervises the nursing staff, which includes registered nurses, licensed practical nurses, and paramedics working in 12-hour shift rotations. Staffing is organized to ensure a minimum of two to three RNs as well as a physician are always present to ensure comprehensive patient care. The department's team works collaboratively to handle immediate recognition, evaluation, treatment, stabilization, and subsequent transfer of patients experiencing diverse medical or surgical emergencies.

Leveraging technology for enhanced care, the ED utilizes tele-neurology and tele-health services, notably excelling in stroke care through the implementation of TeleStroke in partnership with TeleSpecialists. This innovative program provides 24/7 emergency telehealth access to board-certified neurologists for patients presenting with stroked symptoms, ensuring swift consultations and treatment initiation within an impressive three-minute window from consult request.

Collaborations with specialized entities like Turning Point Behavior Health Specialists, further fortify the ED's capabilities. They assess patients for potential inpatient or outpatient psychiatric needs and facilitate placements in appropriate programs, ensuring a holistic approach to healthcare. While the ED is proficient in handling life-threatening illnesses and injuries, cardiac monitoring, and stabilization, they also provide short term psychiatric care to include stabilization and transfer. Patients with psychiatric conditions are stabilized medically and then facilitated for transfer to specialized psychiatric facilities when necessary.



*The hospital's robust transfer policy ensures seamless transitions for patients requiring services beyond the ED's scope, guaranteeing they receive appropriate care. Memorial Hospital and Manor, through its dedicated team and cutting-edge resources, remains steadfast in our commitment to preserving and enhancing the well-being of the community, offering vital emergency medical services and pioneering stroke care in collaboration with TeleSpecialists.*

# ENHANCING STROKE CARE VIA TELESTROKE:

## THE PROTOCOL AT MEMORIAL HOSPITAL AND MANOR EMERGENCY DEPARTMENT

**TIME IS OF THE ESSENCE IN TREATING STROKES, WHERE EVERY MINUTE CAN SIGNIFICANTLY IMPACT A PATIENT'S PROGNOSIS.**

At Memorial Hospital and Manor, the Emergency Department (ED), partnering with TeleSpecialists' industry-leading TeleStroke program, has implemented a streamlined and efficient protocol to address stroke cases promptly, ensuring rapid assessment, imaging, and potential treatment.

*"Stroke Awareness is very important to us, and together with TeleSpecialists, we're making it our mission to provide the best stroke treatment and share knowledge about strokes to ultimately save lives," said Jim Lambert, Memorial Hospital and Manor CEO.*

"We strive to keep our community informed so they can be prepared should they or someone they know experience a stroke and know they're in good hands when they arrive at our hospital."

The hospital's protocol begins the moment Emergency Medical Services (EMS) alerts the hospital about an incoming patient exhibiting stroke-like symptoms. The process is meticulously orchestrated to ensure swift and accurate intervention. Upon receiving notification from EMS, the ED team is immediately put on alert. They gather as much crucial information about the patient's condition as possible while the patient is en route to the hospital. This includes relevant medical history, symptom onset, and an estimated time of arrival, crucial for planning the response.

One of the first steps initiated is the activation of a 'Stroke Alert' on the hospital's computer system. This alert triggers communication with a TeleSpecialist, allowing for remote consultation and assessment even



before the patient arrives. The TeleSpecialist begins the assessment by asking pertinent questions and receiving preliminary information, aiding in the initial evaluation.

Simultaneously, the hospital's radiology department is promptly informed of the impending arrival, and the patient is immediately taken for a CT scan upon arrival in the ED. This expedited process is critical for obtaining essential imaging that assists in diagnosing the type and severity of the stroke.

While the patient is undergoing the CT scan, an ED staff member or a family member engages in ongoing communication with the TeleSpecialist. This real-time communication allows the specialist to immediately visualize the images, aiding in a more accurate and rapid assessment.

In cases where thrombolytic therapy is a potential treatment option, the ability to make a timely decision becomes vital. With TeleSpecialists available for immediate consults, the decision-making process is accelerated, potentially allowing for swift administration of time-sensitive therapies.

Notably, the protocol remains consistent whether the patient arrives via EMS or in a personal vehicle. If stroke-like symptoms are exhibited, the Stroke Alert is activated, and the process of communication, CT imaging, and specialist consultation begins promptly. The goal of this protocol is to minimize delays and optimize the delivery of care. The ED's ability to quickly assess and consult with specialists enables a more streamlined and efficient pathway towards making crucial treatment decisions.

In certain instances, the hospital might retain the patient for treatment, especially if tele-neurology consults and therapies are available on-site. However, in cases where specialized care at a stroke center is deemed necessary, the patient may be transferred out, ensuring they receive the essential time-sensitive therapy.

Memorial Hospital and Manor's stroke protocol is an example of our commitment to optimizing patient care by leveraging technology, communication, and swift action. The coordinated approach aims to improve outcomes and, most importantly, offer patients the best possible chance for recovery in the face of a stroke.



# MEMORIAL SURGICAL ASSOCIATES

Memorial Surgical Associates (MSA) is a leading provider of comprehensive surgical and wound care services. Offering a range of surgical specialties, the Same Day Surgery Unit at Memorial Hospital and Manor prioritizes outpatient procedures, minimizing the need for overnight hospitalization. Although most surgeries are performed on an outpatient basis, the medical resources in a hospital setting are readily available if the need should arise. Among the distinguished medical professionals at MSA are Dr. Charles Walker and Dr. George Myers, each contributing their expertise to uphold the highest standards of surgical care.

## DR. GEORGE MYERS

The expertise and up-to-date knowledge of Dr. George Myers, a board-certified general surgeon, ensures that patients receive the latest and most effective surgical treatments. With a specialization in general surgery, Dr. Myers focuses on the treatment of abdominal organs, including the esophagus, stomach, small bowel, colon/rectum, liver, gallbladder, and addresses conditions ranging from hernias to breast and skin disorders such as skin cancer and pilonidal cysts. Both laparoscopic and open surgical options are available, allowing for a customized approach to each case while also keeping outcomes such as recovery and cosmetics into perspective. Dr. Myers also regularly provides guidance for more advanced surgical conditions that require coordination with national/regional facilities and surgeons when needed.

Dr. Myers emphasizes patient-centric care, stating, "When you establish with me as your surgeon, you can expect a personalized approach to your health journey. I make it a point to be there for my patients every step of the way, ensuring a seamless return to health."

## DR. CHARLES WALKER

With an illustrious 33-year career in general surgery at Memorial Hospital and Manor, Dr. Charles A. Walker is a cornerstone of MSA. A graduate of the University of Georgia and Emory University School of Medicine, Dr. Walker completed his surgery residency at the Medical College of Georgia (MCG) in Augusta. Board certified by the American Board of Surgery and a proud member of MCG's Moretz Surgical Society, Dr. Walker specializes in endoscopy, breast surgeries, hernia and gastrointestinal surgeries, soft tissue surgery, trauma surgery, and advanced wound healing.

In his own words, Dr. Walker reflects, "It has been an honor and a privilege to serve Decatur County's patients, and I will continue to offer quality surgical services in the future."



DR. GEORGE MYERS, IV



DR. CHARLES A. WALKER

## WOUND CARE AT MEMORIAL HOSPITAL AND MANOR

Memorial Hospital and Manor has become a center of excellence in wound care, offering advanced techniques and comprehensive treatment plans to patients dealing with chronic wounds. Challenging wound healing often stems from factors such as advanced age, trauma, cancers, and complex medical conditions, including obesity, diabetes, heart disease, venous, and arterial diseases—all prevalent in our region.

Highlighting the life-altering impact, recent statistics reveal that approximately seven million individuals in the US suffer from chronic, non-healing wounds, with nearly two million undergoing amputations, primarily linked to conditions like diabetes and other chronic diseases.

"Comparatively, survival rates underscore the severity, with breast cancer patients having an almost 90% chance of surviving five years post-treatment, while colon cancer patients have approximately a 63% chance," notes Dr. George Myers. "In contrast, the five-year mortality following initial foot ulceration is around 40% for diabetes patients, reaching 52% to 80% after major amputation. This startling information indicates that almost half of those undergoing amputation due to vascular disease may not survive five years."

Recognizing the urgency, staff at Memorial Hospital and Manor swiftly employ advanced wound care techniques in conjunction with managing chronic medical conditions. This commitment to holistic patient care reflects the hospital's dedication to ensuring not just wound healing but an overall improvement in the quality of life for patients. Our comprehensive approach aims to heal wounds, enhance outcomes, restore quality of life, and preserve functionality. Memorial Hospital and Manor, honored with center of distinction awards for four consecutive years with a heal rate exceeding 92%, collaborates with Healogics, enhancing the community's access to advanced wound care through evidence-based treatment plans tailored to address the complexities of challenging chronic wounds.

## A RANGE OF SURGICAL EXPERTISE

Memorial Surgical Associates offers a wide array of surgical procedures and techniques tailored to individual patient needs. Both laparoscopic and open surgical options are available, allowing for a customized approach to each case while also keeping outcomes such as recovery and cosmesis in perspective. Some of the most common procedures performed include:

### UPPER ENDOSCOPY (EGD)

For upper gastrointestinal symptoms such as heartburn, bleeding, difficulty swallowing, and strictures, including dilations.

### COLONOSCOPY

Both screening and therapeutic procedures for issues such as polyps, bleeding, and more.

**LAPAROSCOPIC/OPEN HERNIA REPAIRS** Addressing hernias through advanced surgical techniques.

### LAPAROSCOPIC CHOLECYSTECTOMY

A minimally invasive approach to gallbladder removal.

### INTESTINAL SURGERY

Handling surgeries related to the small bowel, colon, and rectum.

### HEMORRHOID SURGERY

Providing effective solutions for hemorrhoidal issues.

### BREAST SURGERY

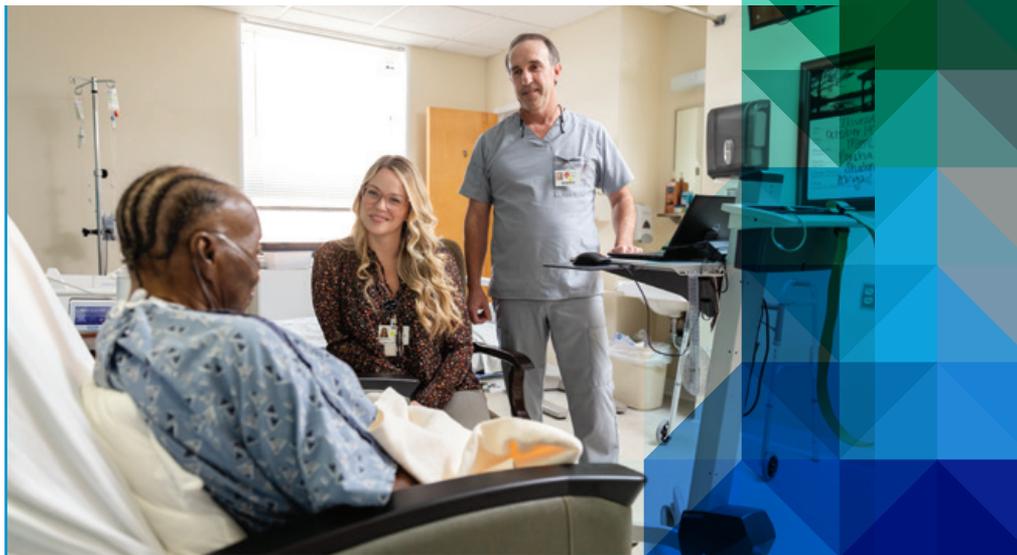
Offering comprehensive multispecialty breast care for both cancer and benign conditions.

### SKIN DISORDERS

Managing skin lesions, both benign and cancerous, as well as complex/recurrent pilonidal cysts through procedures like the Bascom cleft lift.

### EMERGENT SURGERIES

Including appendectomies and interventions for bowel perforations or obstructions.



## COMPREHENSIVE INPATIENT CARE AT MEMORIAL HOSPITAL AND MANOR

Offering compassionate and comprehensive inpatient care to patients of all ages, the Medical/Surgical Unit is our largest nursing unit and is equipped to handle a myriad of medical needs.

***Your well-being is our priority, and to achieve this, a multidisciplinary team collaborates on every aspect of your care.***

This team typically includes your physician or hospitalist, nurse, therapist, case manager, and social worker. A discharge planner ensures a smooth transition home, and a patient representative is available to address any questions or concerns. Every staff member is committed to ensuring that patients receive the finest care possible throughout their hospital stay.

### THE SWING BED PROGRAM

For patients whose recovery has reached a point where hospitalization is no longer necessary but returning home poses physical challenges, Memorial Hospital and Manor's Swing Bed Program offers an ideal solution. This program, integrated into the Medical/Surgical Unit, serves as a transitional care option, providing rehabilitative services to help patients regain strength and independence.

Services offered in the Swing Bed Program include nursing care, physical, occupational, and speech therapy, pharmacy services, nutritional guidance, and case management. Each patient's plan of care is tailored to their unique needs and preferences, ensuring a smooth transition back home.

The Swing Bed unit provides transitional care coordinated by a registered nurse and includes nursing, therapy services, social services, and dietary support. Medicare Part A covers Swing Bed services at 100% for up to 20 days, and other Medicare and commercial insurance plans may also cover the program with preauthorization.

Individuals who had their initial inpatient stay at a different hospital can still apply for the Swing Bed Program at Memorial Hospital and Manor through a referral.

**For further information on the Swing Bed Program, contact the Social Services department at (229) 246-3500, Ext. 464 or email [MHMSwingBed@mh-m.org](mailto:MHMSwingBed@mh-m.org).**

*"I broke my femur and had to have surgery. I contacted Melissa Hawkins, the swing bed coordinator at Memorial Hospital, and she arranged everything for me to have rehab there. Recovery was hard, but with the help of Jamie Williams, PTA, I returned home. I could not have asked for better care from the whole staff."*

*— Jane Glass, former swing bed patient*



*“Staying local during rehabilitation offers numerous benefits, including the proximity to family and friends, a crucial source of support in the recovery process. It also eliminates the need for extensive travel expenses and other costs associated with being away from home. Remaining in or near the home community environment aids in maintaining a sense of normalcy, promoting mental health, and providing optimal options for aftercare planning upon discharge, facilitated by the hospital’s dedicated case management team.”*

- Paula M. Adams, PT, D.PT, Director of Physical Rehabilitation Services



# EMPOWERING RECOVERY

## COMPREHENSIVE PHYSICAL MEDICINE REHABILITATION

Memorial Hospital and Manor proudly offers a comprehensive range of physical medicine rehabilitation services through its Medical and Therapy Services, including a team of skilled professionals in the Swing Bed SNF, Inpatient Medical Surgical, Same Day Surgery, and ICU areas of the hospital. Services also extend to the nursing home, accommodating both short and long-term stay residents.

Patient-centered care is a key focus of the rehabilitation process, emphasizing the patient’s goals and needs while respecting their values and preferences. The professionals involved collaborate to enable the patient to regain maximum independence in daily activities with the ultimate goal of safely returning the patient home.

### INPATIENT REHAB

Memorial Hospital’s second floor houses a state of Georgia-licensed rural inpatient hospital swing bed skilled nursing facility where medical doctors prescribe and a formalized interdisciplinary team implements rehabilitation services at the patient’s pace. This approach, similar to an inpatient rehab hospital, focuses on achieving one to two hours or more of daily activity or exercise, coupled with education and training to continue these practices at home.

### OUTPATIENT REHAB

The Outpatient Rehab Department serves as a hub for individuals seeking to regain their independence and improve their overall quality of life. With a physician’s order, patients can schedule appointments by calling (229) 243-8124. Led by licensed physical therapists, occupational therapists, and speech pathologists, a team of licensed assistants works collaboratively to provide a range of rehabilitative services.



# THERAPIES

## PHYSICAL THERAPY

Memorial Hospital and Manor's Physical Therapy department is dedicated to helping individuals regain mobility, strength, and functionality. Whether recovering from surgery, injury, or managing a chronic condition, patients receive expert guidance and support to enhance their physical well-being.

## OCCUPATIONAL THERAPY

The occupational therapy program at Memorial Hospital and Manor is designed to assist individuals in regaining independence in daily activities. Therapists focus on improving fine motor skills, cognitive abilities, and adaptive techniques to enhance the overall quality of life for patients.

## SPEECH / LANGUAGE PATHOLOGY

For individuals facing challenges with communication, swallowing, or cognitive functions, Memorial Hospital and Manor offers speech-language pathology services. The hospital's skilled speech therapist employs evidenced-based techniques to help patients overcome obstacles and improve their ability to communicate effectively.

## AQUATIC THERAPY

Aquatic therapy, conducted at the local YMCA, takes advantage of water's unique properties, offering benefits not easily attainable outside the pool. Improved buoyancy in water reduces joint loading, providing relief to those with joint issues. Core stabilization activities, performed in deeper water with floatation devices, offer spinal traction, reducing pain while strengthening core muscles. Patients need not be swimmers to participate in aquatic therapy.

# REHABILITATION

For patients affected by cardiovascular or pulmonary disease(s), an outpatient physical therapist and occupational therapist complete evaluations to assess baseline response (shortness of breath, rates of perceived exertion and vital signs) to exercise and daily activities and then design a personal exercise and activity program to measure improvement in lung function, enhance endurance, and optimize overall respiratory health for patients dealing with respiratory issues. Through personalized treatment plans, patients learn techniques to manage their condition and improve their quality of life.

## PEDIATRIC REHABILITATION

Occupational and physical therapists work with young patients to address developmental delays, neurological conditions, and sports/play orthopedic injuries fostering optimal growth and development.



## MEMORIAL OUTPATIENT REHAB: *A Patient's Viewpoint*

I'm delighted to share my appreciation for the outstanding team at Memorial Outpatient Rehab as I wrap up my second round of physical therapy. My journey with them began in late August of 2020. A day before closing on our new house, after relocating from Dalton, GA, I was involved in a catastrophic car accident.

This incident led to a concussion and various other injuries, prompting the need for physical therapy. During my initial assessment, my physical therapist, Daryl, asked me to recount the events. When I mentioned the location of the crash, he exclaimed, "That's my house! That was my tree!" It felt like destiny.

Throughout the treatment, Daryl employed various techniques and modalities, including traction, ultrasound, massage, electrical muscle stimulation, and positional maneuvers to address vertigo. He introduced different equipment like the Nu-Step recumbent cross-trainer, resistance bands, and weight machine, while also providing instructions for at-home exercises between sessions.

Under Daryl's meticulous care, I ultimately achieved stability and a

pain-free state after several months. Unfortunately, in June 2023, a slip in a rainstorm resulted in a broken fibula, leading me back to physical therapy.

The current therapy course, focusing on leg muscles, gait improvement, and strengthening, differs from my first experience. The professional, friendly atmosphere, however, remains consistent, with camaraderie and distraction adding to the enjoyable healing process.

Returning to Memorial Outpatient Rehab felt like coming home, with familiar faces like LaTasha and Belinda providing a warm welcome. Daryl and his assistant, Bret, accommodated my schedule while ensuring I received the prescribed therapy. Physical therapy assistant, Alex, assisted with my "proprioception," and special tools brought in by a student, Naida, significantly relieved my ankle pain.

I wholeheartedly recommend Memorial Outpatient Rehab and its terrific staff for their exceptional care and welcoming environment.

— Paul Zock, age 65



# MAGNOLIA WOMEN'S CENTER

## NURTURING WOMEN'S HEALTH AND WELL-BEING

Dedicated to providing comprehensive and compassionate care, Memorial Hospital and Manor's Magnolia Women's Center offers women's health services at their offices in Bainbridge, Donalsonville and Blakely. With a wide range of offerings and a commitment to patient-centered care, the center plays a vital role in empowering women to lead healthy and fulfilling lives. Through advanced medical technologies and an outstanding team of healthcare professionals, Magnolia Women's Center is a trusted partner in women's health, ensuring that women receive the highest standard of care at every stage of their lives.

### Services offered include:

- Total women's health • Full obstetrical care • Minimal invasive gynecological surgeries
- Menopausal and hormone optimization, including BioTE® Medical's BHRT pellet therapy
- Preventive cancer screenings • Full line of contraceptive options • 3D Ultrasound
- Urinary incontinence and prolapse • Menstrual irregularities, fibroids, endometriosis, heavy bleeding, and Polycystic Ovarian Syndrome (PCOS) • Infertility assessments

**Magnolia Women's Center**  
1501 Miluli Avenue  
Bainbridge, Georgia  
(229) 243-0152

*In addition to our Bainbridge location, Magnolia Women's Center also sees patients at the following times and locations:*

**Southwest Georgia Healthcare Clinics, Inc.**  
205 Bresee St  
Donalsonville, Georgia  
(229) 243-0152  
*Monday afternoons*

**Primary Care SWGA**  
338 College Street  
Blakely, Georgia  
(229) 723-2660  
*Wednesday afternoons*



*Dr. Friedman with Magnolia Women's Center provided the most exceptional and caring service for me during my pregnancies and deliveries of my two children. I cannot say enough good things about him and the staff. I would recommend Dr. Friedman to anyone in need of an ob/gyn. The level of attention and knowledge he provides is top tier. He was a blessing to my family and me during the remarkable journey of bringing my babies safely into the world. Quality care is so important during that time and I undoubtedly had the very best.*

-Tiffany Singleton



**THE OBGYN, RADIOLOGY & SURGERY TEAM FOR BREAST CANCER SERVICES**



## BRINGING PRECISION TO BREAST CANCER DETECTION

In our commitment to providing top-notch healthcare, we proudly introduced our 3D Mammography machine in late 2020. Compared to standard mammograms, 3D mammography boasts a higher rate of cancer detection, ensuring that potential issues are identified at the earliest possible stage. Our 3D Mammography not only enhances detection but also minimizes the need for unnecessary follow-up X-rays.

In addition to 3D mammography, Memorial Hospital and Manor offers advanced breast MRIs. This additional screening tool provides further insights into breast health, offering a comprehensive approach to early detection.

*We urge all women over 40 to prioritize their health by scheduling their yearly breast exams.*

## UNLOCKING HORMONAL HARMONY WITH PELLET THERAPY

As we age, hormonal imbalances can wreak havoc, often masked by symptoms like anxiety and insomnia. BioTE® Medical's BHRT pellet therapy offers a solution. BHRT, utilizing bio-identical hormones derived from plants, aims to restore balance by closely mimicking the body's natural hormones. Subcutaneous BHRT pellets, FDA-approved for consistency and purity, offer a personalized, efficient approach to hormone restoration.

As a certified BioTE® Medical provider, we provide pellet therapy for women, addressing a range of symptoms. With a quick consultation and blood work, any of our healthcare providers can determine candidacy for BioTE® pellet therapy. The insertion process is simple, offering a swift path to hormonal equilibrium. While not always covered by insurance, the cost-effective nature of pellet therapy makes it a compelling choice for managing and preventing various conditions.



## THE KIRBO WOMEN'S CENTER

### A HAVEN FOR FAMILY-CENTERED OBSTETRICAL AND GYNECOLOGICAL CARE

At the Kirbo Women's Center at Memorial Hospital and Manor, we redefine the birthing experience by offering labor, delivery, recovery, and postpartum care all within the comfort of a single room. With eight private birthing suites, six additional private suites for other OB/GYN patients, two nurseries, and a dedicated operating room for Cesarean Sections, we ensure that every aspect of your stay is handled with utmost expertise and attention. Our Level I nursery is equipped to provide exceptional care for newborns in distress or those awaiting transfer to a facility with a higher level of specialized care.

Our experienced nurses specialize in lactation support, assisting new moms on their breastfeeding journey. Additionally, our childbirth education classes, conducted by a certified childbirth educator, are designed to prepare soon-to-be parents for the transformative birth experience.

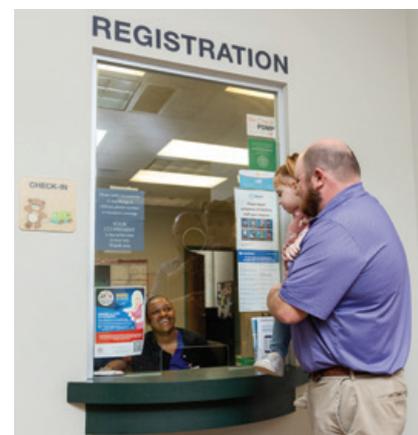
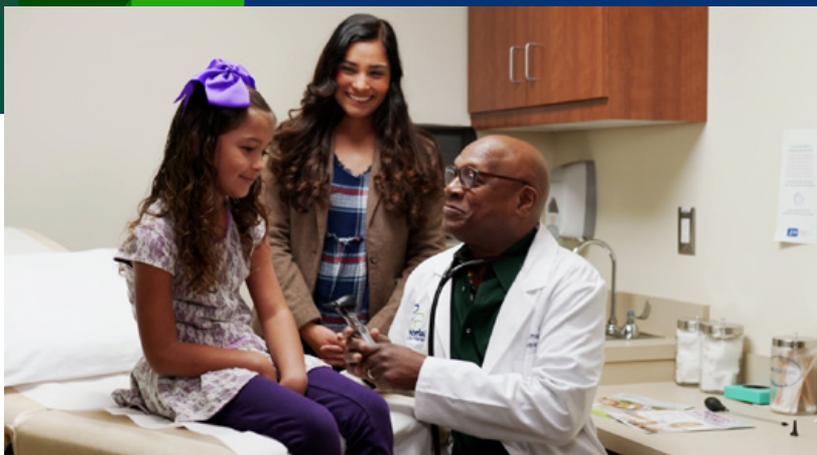
*For class schedules and registration, contact Deborah Brown, our Education Coordinator, at (229) 243-6100, Ext. 450.*

# MEMORIAL PEDIATRICS

*Memorial Pediatrics offers comprehensive primary care catering to children from birth to 18 years old, serving not only Decatur County but patients from all over Southwest Georgia.* Our team includes four board-certified pediatricians and two nurse practitioners, boasting a collective experience of over 100 years in pediatric medicine.

Our commitment spans the entire spectrum of pediatric care, ranging from routine wellness checks and immunizations to managing complex medical conditions. We actively contribute to the education of medical, nurse practitioner, and physician assistant students from various universities. Notably, two of our physicians hold faculty positions at FSU and PCOM South Georgia medical schools.

Rooted in our Southwest Georgia community, our providers engage with the local school system, churches, and numerous community organizations. The dedication of our doctors and staff is reflected in our approach to treating each child in our community with the same level of care and attention as if they were our own. We stand ready to serve our community and meet the healthcare needs of all children in Southwest Georgia.



DR. MATTHEW BUCK



DR. MANDY MOYE



DR. WINSTON PRICE



DR. MARY BETH SMITH



CHRISTY CURRY, NP



DEBORAH FLOWERS, NP

Memorial Pediatrics  
603 S. Wheat Avenue  
Bainbridge, Georgia  
(229) 246-1209

# AMELIA MEDICAL PLAZA

Primary care at Amelia Medical Plaza includes both family and internal medicine. The difference between internal medicine and family medicine is: Family medicine providers have trained to take care of patients of all ages while internal medicine providers have trained to take care of patients ages 18 and up. According to the American Academy of Family Physicians primary care includes health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses in a variety of health care settings. Primary care is performed and managed by a personal physician who often collaborates with other health professionals and utilizes consultation or referral as appropriate. In other words, we are your one-stop shop for staying well and if we can't take care of your issue, we will get you to a specialist who can.

Becoming established with one of our primary care providers allows you to schedule annual wellness checks, stay up to date on preventative screenings and vaccinations, have routine care of chronic conditions, and have a dedicated provider to help you manage your multi-specialist team. It is recommended that all adults visit their primary care physician at least once a year. If you do not have a primary care physician or have not had your annual visit, please call our office to schedule a visit today. Our goal is to keep you healthy and prevent disease, not just to address them after it is diagnosed.

**Amelia Medical Plaza**  
505 Amelia St.  
Bainbridge, Georgia  
(229) 243-6900



**DR. GLORIA BROWN**



**DR. SYDNEY COCHRAN**



**DR. MACY TABB**



**DR. MARY CLAIRE SMALLWOOD**



**SHAY CHAPMAN, NP**



**KYLE KELLEY, NP**



## SUPPORTING YOUR WEIGHT LOSS GOALS

Memorial Hospital and Manor is happy to announce that Dr. Macy Tabb has passed the American Board of Obesity Medicine exam and is now a certified weight loss specialist/diplomate. Dr. Tabb is certified to see all ages, including pediatric patients. She is excited to speak with you about your goals for weight loss and overall health. Dr. Tabb provides post-op and long-term care for patients who have had bariatric surgery and seeks to help those who may be interested in this route. Though she has been incorporating weight loss medicine into her family practice for quite some time, she will be officially accepting weight-loss specific referrals from the community at large beginning in the spring of 2024.

**For more information regarding Dr. Tabb's services call Amelia Medical Plaza at (229) 243-6900. To schedule an appointment, please request a referral from your primary care provider.**

# MEMORIAL MANOR

## MEMORIAL MANOR'S COMPREHENSIVE APPROACH TO PHYSICAL THERAPY AND SKILLED NURSING CARE

Memorial Manor Nursing Home, located in the heart of Bainbridge, stands out as a leading 107-bed skilled nursing facility dedicated to providing exceptional care to its residents. With a focus on long-term care, skilled nursing care, rehabilitation, and subacute care, Memorial Manor prioritizes the well-being of its residents, offering a wide range of services to ensure that both their physical and emotional needs are met.

## WELCOMING RESIDENTS BACK WITH OPEN ARMS

The impact of COVID-19 on Memorial Manor was substantial, resulting in a significant number of residents relocating to be with their families. Now, with the removal of visitation restrictions, the facility is focused on rebuilding its resident community. Memorial Manor is fully staffed and equipped to ensure the safety and well-being of residents, providing an ideal environment for those seeking skilled nursing care.



*"At Memorial Manor, we provide quality care to our residents and help them maintain the most physically and mentally stimulating and enjoyable lifestyle possible while in our care. The Manor team always strives for excellence, and we have a passion to do our best for our residents. We are empowered to create a comfortable lifestyle for our residents based on free choice, dignity, and respect. We always remind ourselves that our residents do not live in our workplace, but we work in their home."*

- Andrea Ferguson,  
Memorial Manor and Willow Ridge Administrator

## COMPREHENSIVE THERAPY SERVICES OFFERED:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Activities Department
- Beauty & Barber Shop
- Nutrition Services
- Financial and Social Services



*"My son, S.W, has resided at Memorial Manor since November 2022. He is 36 years old and was diagnosed with Huntington's disease. When he moved into Memorial Manor, he weighed 105 pounds and was immobile. Over the course of his stay, with the help of some amazing nurses, doctors, and caregivers, he has gained 30 pounds and is ambulatory again. The staff really looks out for the residents here at the Manor; they answer your calls with needed information and are very helpful. We appreciate everything the Manor does for our son."*

— Stephen & Debbie Williamson

*"My mom, E.B, has been at Memorial Manor for about two months. She is being well taken care of by the staff. Not only do they care for her, but they also take the time out to have fun and make her laugh. Thanks to everyone for what they do looking after her. Thank you and praise God for everything."*

— Gail Jessie

# WILLOW RIDGE PERSONAL CARE HOME



## WHERE SOUTHERN ELEGANCE MEETS EXCEPTIONAL CARE

Nestled on nine picturesque, wooded acres just minutes from downtown Bainbridge, Willow Ridge Personal Care Home offers a safe and secure haven for older adults who seek companionship and personalized assistance with daily activities. This 22-bed facility is operated as a not-for-profit and affiliated with Memorial Hospital and Manor.

## CONVENIENT LOCATION

One of the key advantages of Willow Ridge is its strategic location. Situated in proximity to Memorial Hospital and Manor, doctors' offices, pharmacies, and local shopping centers, residents benefit from easy access to essential services while enjoying the serenity of a quiet, wooded country setting.

## LUXURIOUS AMENITIES

Willow Ridge takes pride in providing residents with an upscale and comfortable living environment. The facility boasts 22 private suites, each equipped with a sitting area and a private bath, ensuring a sense of privacy and personal space. The elegant common areas, including the dining and social spaces, are thoughtfully designed to foster community and social engagement.

Residents at Willow Ridge enjoy three delicious meals daily, along with snacks that cater to special dietary needs. The on-site Barber/Beauty Shop adds an extra touch of convenience and pampering, promoting a holistic approach to well-being.

## COMPREHENSIVE SERVICES

The dedicated and certified staff at Willow Ridge ensures that residents receive the care and support they need. From assistance with personal needs to medication supervision, the facility is committed to enhancing the quality of life for its residents. The presence of a security system and fire sprinkler protection, along with emergency call lights in each room, adds an extra layer of safety and peace of mind.

Residents can also partake in a variety of social and recreational activities that cater to different interests and preferences. From organized events within the facility to transportation services for in-town medical appointments, Willow Ridge strives to create an enriching and fulfilling living experience.

## MODERN COMFORTS

In addition to its commitment to personalized care, Willow Ridge understands the importance of staying connected in today's digital age. Residents can enjoy Dish television and internet services, allowing them to stay entertained and connected with friends and family.

## SCHEDULE YOUR PERSONAL TOUR

Prospective residents and their families are invited to contact Willow Ridge at (229) 243-0000 to arrange a personal tour. This is an opportunity to explore the facility, witness the elegant living spaces, and discover firsthand the array of amenities that make Willow Ridge a standout choice for premier personal care. Let Willow Ridge redefine your expectations of senior living with its commitment to safety, comfort, and Southern charm.



*"From the first day I was here, I loved Willow Ridge and felt at home immediately. I am well taken care of. I love the staff, the director, and our home. We have time to engage with other residents and time to unwind on our own. This is my home, and I am happy here.*

—Avis Scott, Willow Ridge resident

*"I have worked in assisted living for 18 years, and Willow Ridge is my first choice for my mom. The staff is the best. They are hardworking and truly care for their residents. There is no better feeling than when a staff member walks in her room and my mom's face lights up because she feels loved."*

—Tanya Ingram, daughter of Willow Ridge resident Martha Hancock

# MEMORIAL EYE CARE

Memorial Eye Care is a leading eye and vision center dedicated to providing comprehensive services with a commitment to excellence. A full-service eye and vision center offering a range of services to meet all your ocular health needs, the center is equipped to provide comprehensive eye care services, ensuring the best care for your vision health. Trust us with your eye health, and let us help you see the world with clarity and confidence.

- Comprehensive eye care services
- Emergency ocular care
- Diagnosis and management of ocular diseases
- Cataract surgery co-management
- Fully Stocked Eyewear options
- Co-Managed with Dr. Aric Aldridge, Ophthalmologist
- Specializing in both cataract and glaucoma surgery/ocular Disease Management

**Memorial Eye Care**  
**LISA W. MARTIN, O.D.**  
**603 S Wheat Ave #650**  
**Bainbridge, GA 39819**  
**(229) 243-8597**



**DR. ARIC ALDRIDGE**  
**OPHTHALMOLOGIST**

*Dr. Lisa Martin, Optometrist, has won Best of Bainbridge – Eye Doctor/Optometrist several times. Memorial Hospital and Manor is very proud of her commitment to her patients and the community.*



## THANK YOU TO OUR DONORS



**DR. PHILIP TODARO**



**DR. GORDON MILLER**



**DICK & DIANE IVEY**

We extend our heartfelt gratitude to our donors, the individuals and organizations that have become the backbone of support for Memorial Hospital and Manor. Their generosity, manifested through both direct, personal donations and contributions made through the Georgia Heart Tax Credit Program, has been nothing short of transformative. Their contributions have not only strengthened our medical infrastructure but have also played a pivotal role in elevating the morale of our dedicated staff. As we shine a spotlight on a few local donors, we are immensely grateful to every contributor who recognizes the vital role a local community hospital plays in the overall well-being of its residents. Together, we are making a lasting impact on the health and vitality of Bainbridge and southwest Georgia.



**JOHN & BRENDA DOWDY**



**TOMMY & AUDREY DOLLAR**

# THE MEMORIAL HOSPITAL FOUNDATION

## SUPPORTING HEALTH & HOPE

Dedicated to supporting the mission of the hospital, the Memorial Hospital Foundation plays a pivotal role in ensuring the community's health and well-being. The foundation is the philanthropic arm of the hospital, established to support and enhance the healthcare services provided to the community. The foundation plays a crucial role in securing resources that enables the hospital to invest in cutting-edge technology, facility improvements, and community outreach programs.



*Thanks to the support of the Memorial Hospital Foundation, recent updates have been made to the hospital's lobby as well as the labor and delivery wing.*

***Together, we can build  
a healthier and stronger  
community for all.***



**SCOTT EWING**  
FIRST PORT CITY BANK CEO  
MEMORIAL HOSPITAL  
FOUNDATION PRESIDENT

## THE IMPACT OF YOUR DONATION

Each donation, regardless of its size, makes a significant impact. Charitable contributions directly fuel the hospital's ability to provide top-tier medical care, improve facilities, and implement community health initiatives. Donors become invaluable partners in fostering health and well-being for the entire Bainbridge community.

"Bainbridge is privileged to have convenient access to excellent healthcare within our community," expressed Scott Ewing, Foundation President and CEO of First Port City Bank.

*"Memorial Hospital not only serves as a valuable resource for our residents but also plays a pivotal role in attracting new industries to our area. Your support of the foundation directly contributes to enhancing the hospital and elevating the overall quality of life in our community."*

## HOW TO MAKE A CHARITABLE DONATION

For those who wish to contribute to the Memorial Hospital Foundation and be part of the positive impact on community health, making a charitable donation is a simple and meaningful way to get involved. Join the ranks of those making a positive impact by sending your contribution to:

**Memorial Hospital Foundation, Inc.**  
1500 E. Shotwell Street  
Bainbridge, GA 39819



# GEORGIA HEART

## TAX CREDIT OPPORTUNITY

*The State of Georgia uniquely empowers its citizens with the opportunity to pay their state income taxes – an expenditure that they are required to make anyway – through contributing to eligible rural hospitals to improve the financial condition and patient offerings in Georgia’s rural communities.*

Through the Georgia HEART Hospital Program, individuals and businesses can Help Enhance Access to Rural Treatment for thousands of Georgians, including those served by Memorial Hospital and Manor in Bainbridge.

All Georgia citizens have the ability, through HEART, to decide how their tax dollars are spent. Georgia taxpayers receive a state income tax CREDIT for 100% of the amount they contribute. During the second half of the year, individual taxpayers may make unlimited contributions to the qualified rural hospital of their choice.

C Corporations, Trusts, or Pass-Throughs electing to pay tax at the entity level may contribute up to 75% of their annual tax liability.

***EACH YEAR, \$75 MILLION IS AVAILABLE IN RURAL HOSPITAL TAX CREDITS, WITH EACH QUALIFIED HOSPITAL HAVING ACCESS TO \$4 MILLION OF TAX CREDITS (UNTIL THE \$75 MILLION CAP IS MET).***

In 2023, Georgia taxpayers have already consumed over \$71 million of the available \$75 million in statewide credits.



## TURN TAXES INTO TREATMENT

*“We greatly appreciate your consideration of supporting our hospital through the HEART tax credit opportunity, which has an important impact on the health care of current and future generations in our community,” said Jamie Sinko, Director of Development at Memorial Hospital and Manor.*



## YOUR HEART IS IN THE RIGHT PLACE

Since this program began, Memorial Hospital and Manor has raised more than \$8.4 million in HEART contributions.

These funds represent tax credit contributions from individuals and businesses from the hospital's surrounding community and beyond who are investing in rural healthcare to improve access to medical services for thousands of Georgians.

In 2023, Memorial Hospital and Manor used a large portion of their Georgia HEART funds to update the Magnolia Women's Center, Memorial Pediatric Office, and the Labor and Delivery Department by upgrading flooring, paint, furniture, lighting, and artwork.

***THE FUNDS RECEIVED THROUGH GEORGIA HEART ARE ESSENTIAL TO ALLOWING MEMORIAL HOSPITAL AND MANOR TO CONTINUE OFFERING EXCELLENT PATIENT CARE.***



HEART tax credits are awarded on a first-come, first-served basis. Interested taxpayers can secure theirs by submitting a 2023 HEART tax credit application at [www.georgiaheart.org](http://www.georgiaheart.org). From there, Georgia HEART will take care of the process on your behalf, submitting your tax credit application to the Georgia Department of Revenue in the order in which it is received by Georgia HEART and notifying you of your approval and payment deadline.

Once you contribute, Georgia HEART will provide you with the appropriate tax receipt for claiming the credit on your 2023 Georgia income tax return.

Submit your 2023 HEART tax credit application today, as credits are limited.

If you have questions, please contact  
**Jamie Sinko at [JamieS@mh-m.org](mailto:JamieS@mh-m.org) or  
(229) 243-6115 or reach out to the  
Georgia HEART team at**

**[HEART@GEORGIAHEART.ORG](mailto:HEART@GEORGIAHEART.ORG)**

**OR**

**(770) 250-5971**

**MEMORIAL HOSPITAL & MANOR**  
1500 E SHOTWELL ST.  
BAINBRIDGE, GA 39819  
(229) 246-3500 | WWW.MH-M.ORG



**Memorial**  
Hospital & Manor

**OUR COMMUNITY.**  
**OUR HOSPITAL.**

