

# JOURNEY TO HEALTH



EXPANDING  
HEALTHCARE  
RESOURCES FOR  
SOUTHWEST  
GEORGIA



REVOLUTIONIZING  
CRITICAL CARE  
WITH EICU

# DEAR COMMUNITY MEMBERS...



**LADON TOOLE**  
*Chief Executive Officer,  
Memorial Hospital and Manor*

**It is an honor to serve as CEO of Memorial Hospital and Manor in the community I proudly call home. Over the past year, we have made significant strides in expanding and enhancing healthcare for the patients and families we serve.**

We were proud to welcome eight new providers to our medical staff, increasing access to quality care close to home. We also opened our new Cardiac and Pulmonary Rehabilitation Center, bringing vital recovery and wellness programs to our community.

Improving the patient experience has remained a top priority. We introduced a new Customer Service Advocate role, and all Memorial Hospital and Manor employees completed Chick-fil-A customer service training — reinforcing our commitment to delivering courteous, respectful, safe, and quality care to every patient, every time. The addition of The Market and our Chick-fil-A Bainbridge kiosk further reflects our focus on convenience, comfort, and hospitality for patients, visitors, and team members.

We are deeply grateful to the City of Bainbridge for the generous donation of the 21-acre former high school property. As we work with a data analytics team to evaluate the future healthcare needs of Decatur County, this site will play an important role in planning a healthcare campus designed to serve our community for generations to come.

We also thank the Memorial Hospital Foundation for its continued generosity. Their support has funded important improvements, including a newly paved parking lot, updated Emergency Department furniture, and our new 128-slice CT scanner, which will enhance imaging capabilities and expand cardiovascular care locally.

Looking ahead, we are actively pursuing partnerships to bring additional specialty care to our community, both in person and through telehealth. One exciting opportunity is the addition of orthopedic services, including the potential to offer orthopedic surgery right here at home.

As your rural hospital, we are committed to meeting the needs of our community — today and into the future. Most importantly, we want every person who walks through our doors to feel welcomed, cared for, and treated like family.

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## **On behalf of the Hospital Authority of Bainbridge and Decatur County, we are excited to share this issue of *Journey To Health* with you.**

During the past year, we welcomed LaDon Toole to our hospital as our CEO. Since Bainbridge is Ladon's hometown, we more accurately welcomed him home! And he truly hit the ground running. In addition to much-needed cosmetic improvements in our hospital's main lobby, cafeteria, and emergency department; we also added new medical equipment and important healthcare services. And the next time you visit someone in the hospital or the Manor, stop by The Market and grab a cup of freshly brewed coffee, a soft drink and snack, or a Chick-Fil-A sandwich.

We owe the Memorial Hospital Foundation a big debt of gratitude for funding the new 128-slice CT machine, which vastly improves our imaging capabilities and will allow us to expand cardiovascular services we can offer right here in Bainbridge. We are also grateful to the City of Bainbridge for providing paving services — at cost — to resurface the parking lots surrounding the hospital.

Launching the cardiac and pulmonary rehabilitation services are important improvements in local healthcare. We added "Fast Track" to our emergency department to speed up service for minor and major emergencies. Our community also continues to benefit from the E-ICU system which provides oversight and consultation with medical professionals from Emory Healthcare.

Under CEO Toole's leadership, we have successfully recruited several medical professionals who will return home to launch their medical careers. We are excited about the role they will play in strengthening healthcare for our future.

All these initiatives make us optimistic for our community. A strong healthcare system is vital for a thriving community. Our medical staff, administrative staff, and the Authority members are all committed to making Memorial Hospital and Manor a hub for the highest quality medical care. We appreciate your support through Georgia Heart donations, support of the Hospital Foundation, and most of all with your choice to use Memorial Hospital and Manor for your medical care.



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

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## ON THE COVER

Amy Anderson, ICU and ER Nurse manager (Left), Dr. Evan Smallwood, (Center) and, Letitia Oliver, ICU Nurse (Right) stand in front of the eICU (Electronic Intensive Care Unit) monitor, a cutting-edge partnership with Emory Healthcare.



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MEMORIAL HOSPITAL AND MANOR  
ADVANCING CRITICAL CARE THROUGH EICU PARTNERSHIP

# TRANSFORMING CRITICAL CARE



*AT MEMORIAL HOSPITAL AND MANOR, WE RECOGNIZE THE PROFOUND CONCERN AND EMOTIONAL STRESS FAMILIES EXPERIENCE WHEN A LOVED ONE REQUIRES INTENSIVE CARE.*

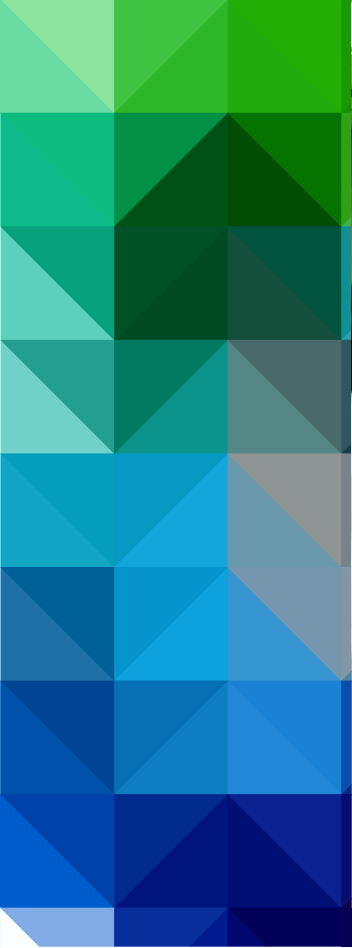


Our ICU nursing team has always been dedicated to creating a safe, compassionate, and reassuring environment for patients and their families during these critical moments. Through continued investment in advanced technology and trusted partnerships, we have strengthened that commitment even further.

One of the most impactful advancements in recent years has been the implementation of our Electronic Intensive Care Unit (eICU) program. This innovative resource represents a significant step forward in our mission to bring the highest levels of critical care — often found only in large academic medical centers — directly to our local community.

## **UNDERSTANDING THE ELECTRONIC INTENSIVE CARE UNIT (EICU)**

An Electronic Intensive Care Unit is a specialized form of telemedicine designed to add an extra layer of support to traditional ICU care. Using sophisticated technology, the eICU model allows critical care physicians and specially trained ICU nurses to monitor and assist patients remotely, without needing to be physically present at the bedside.



Through secure access to real-time patient data, clinical information, and treatment plans, eICU teams monitor vital signs and patient conditions using high-definition audio-visual equipment and advanced software. This virtual presence enables critical care physicians and ICU nurses to communicate directly with on-site staff, provide immediate clinical guidance, and assist with complex decision-making. The result is expanded access to expert critical care for patients across multiple hospitals and ICUs.

## THE EICU PROGRAM AT MEMORIAL HOSPITAL AND MANOR

Memorial Hospital and Manor's six medical/surgical ICU beds are remotely monitored by Emory Healthcare's eICU Center, located on the Emory Saint Joseph's Hospital campus in Atlanta. Through advanced telemedicine technology, Emory's team serves as an extension of our local care team—offering continuous consultation, oversight, and expertise to support positive patient outcomes.

This partnership enhances the exceptional care already being delivered by our ICU staff, ensuring that patients benefit from an added level of clinical vigilance and specialty expertise around the clock. Whether day or night, the collaboration allows Memorial Hospital and Manor patients to receive consistent, high-quality critical care close to home.

Recognizing the importance of this initiative, the Georgia Department of Community Health provided a \$450,000 grant to support the program. This funding assisted with the purchase of equipment and the establishment of the vital telemedicine connection between Memorial Hospital and Manor and Emory Healthcare.

## MEASURABLE IMPACT AND MEANINGFUL RESULTS

The integration of eICU services has strengthened our ability to meet the critical care needs of our community while maintaining the comfort and familiarity of local treatment. The program was developed with clear goals in mind: enhancing quality of care, increasing ICU capacity, reducing the need for patient transfers to outside facilities, improving patient and family satisfaction, and delivering care in a cost-conscious manner.

Since implementation, the technology has allowed for quicker responses to changes in patient condition, fewer transfers to tertiary hospitals, and an increase in emergency department admissions managed locally. These improvements not only support better outcomes but also reinforce our commitment to keeping patients close to their families whenever possible. While direct cost analyses are ongoing, indirect benefits are already evident. Reduced travel burdens for families and growing confidence in the level of care provided have contributed to strong patient satisfaction. Families consistently share their appreciation for the skill,



**DR. CRAIG HERTZ**  
MEDICAL DIRECTOR  
EMORY EICU

"While new to the Emory team (though not to eICU(s), I am incredibly excited to leverage our collaboration with shared curiosity and continually push the boundaries of rural healthcare delivery. By merging advanced telehealth capabilities with the deeply passionate and personal care at Memorial Hospital and Manor, we serve as an invisible yet ever-present team member—catching critical insights in real-time to further empower and force-multiply their outstanding bedside teams. It is an honor to join this journey, amplifying their life-changing work so patients can receive the world-class care they deserve without ever having to leave their community."



**CHERYL HIDDLESON, MSN, RN,**  
DIRECTOR PATIENT CARE SERVICES  
INPATIENT VIRTUAL CARE  
EMORY HEALTHCARE

"The last few years of working with the team at MHM has been one of growth and rewards for the team there and the patients they serve. Even though they have had some challenges involving their network, they continue to strive to deliver the best care possible to their local community and those transferred in from other areas. We strive to continue to grow our partnership with them, and support their teams to ensure their patients receive the highest level of care right where they live."

compassion, and dedication of our ICU nursing staff—along with the peace of mind that comes from knowing additional experts are continuously overseeing their loved one’s care.

## A VALUED PARTNERSHIP WITH EMORY HEALTHCARE

Our collaboration with Emory’s eICU team — including board-certified critical care physicians and experienced critical care nurses — has proven invaluable. Their continuous monitoring and immediate availability during evenings, nights, and weekends provide essential support, particularly for newer nurses managing critically ill patients. This partnership has elevated both clinical confidence and care consistency within our ICU.

As Memorial Hospital and Manor continues to grow and strengthen this relationship with Emory Healthcare, we are proud of what we have accomplished together. The ability to combine personalized, community-focused care with the resources and expertise of a leading academic health system has been a meaningful benefit for our patients, staff, and families.

In addition to the added support provided through eICU services, our dedicated nursing team understands the emotional toll of critical illness and remains committed to offering comfort, reassurance, and attentive care at all times.

Our ICU supports a wide range of inpatient and outpatient diagnostic services, including echocardiograms, available Monday through Friday. To schedule, call (229) 243-3331.



The ICU nursing staff also provides comprehensive patient monitoring through telemetry across various hospital units, ensuring timely interventions and seamless coordination of care. To maintain a safe and controlled environment that prioritizes patient needs, visitation is limited in accordance with ICU care requirements.

***At Memorial Hospital and Manor, our commitment to excellence goes beyond technology alone. By combining advanced diagnostics, continuous monitoring, compassionate nursing care, and a trusted partnership with Emory Healthcare, we remain a cornerstone of high-quality, patient-centered critical care for our community — today and well into the future.***

# 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.***

## 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.

## CONTINUOUS MONITORING AND PROACTIVE CARE

The CCRN nurse closely monitors vital signs and heart rhythms. Should any concerns 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.

# FAST TRACK CARE: ENHANCING THE EMERGENCY EXPERIENCE

A THOUGHTFUL APPROACH TO FASTER, PATIENT  
FOCUSED EMERGENCY CARE

*At Memorial Hospital and Manor, improving the patient experience means continually listening, evaluating, and adapting to the needs of our community. One of the newest examples of this commitment is the introduction of our Fast Track patient care model—an innovative approach designed to deliver faster, more efficient care for patients with minor injuries and illnesses, while preserving the high standard of care our patients expect.*

Launched in December 2025, the Fast Track program has already made a meaningful impact by shortening the average length of stay for Fast Track patients by nearly one third, reflecting a smoother, more efficient emergency department experience.

## WHAT IS FAST TRACK?

Fast Track functions much like an urgent care center. After the standard triage process, patients with less critical needs are directed to the Fast Track area, allowing them to receive timely evaluation, testing, and treatment without waiting behind higher acuity emergency cases.

This dedicated area is designed to treat a range of minor conditions, including small lacerations and scrapes, orthopedic injuries, colds, flu, COVID 19, strep throat, RSV, and similar illnesses. By separating these cases from more complex emergencies, Fast Track ensures patients receive the right level of care—at the right pace.

## DESIGNED FOR EFFICIENCY—WITHOUT COMPROMISING CARE

The Fast Track area is staffed by a dedicated nurse whose sole focus is caring for these patients. Lab swabs and necessary tests are performed on site, resulting in faster turnaround times and quicker diagnoses. This approach not only reduces wait times but also frees up monitored beds in the main emergency department for patients with urgent and critical needs.

While the delivery of care is faster, hospital leaders emphasize that the quality of care remains unchanged.

Importantly, patient safety remains paramount. If a patient's condition changes or becomes more serious while in Fast Track, they are immediately transferred into the main emergency department for advanced care.



## BUILT FROM TEAM COLLABORATION

The Fast Track model was developed through ongoing discussions among hospital leadership and emergency department staff focused on improving patient flow and reducing wait times. While the concept has been successfully adopted by larger healthcare facilities, Memorial Hospital and Manor carefully tailored the program to fit the needs of our community and emergency department.

# RECOGNITION FOR HIGH QUALITY STROKE CARE

TIMELY, COORDINATED TREATMENT CLOSE TO HOME

*Memorial Hospital and Manor has been designated a Remote Treatment Stroke Center by the Georgia Department of Public Health's Office of EMS and Trauma — an achievement that reflects a strong commitment to delivering timely, high-quality stroke care within our community.*

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.

*Earning this designation required the submission and review of a full year of patient data, along with the development of a structured, highly coordinated stroke response system. Built on continuous training, ongoing evaluation, and the use of telemedicine, this approach ensures patients receive efficient, evidence-based care when every second matters.*

Stroke care begins before arrival, with Emergency Medical Services (EMS) assessing symptoms and communicating key information to the Emergency Department in advance. This allows hospital teams



to prepare immediately, enabling patients to move quickly from arrival to imaging. At the same time, a tele-neurology consultation is initiated, connecting providers with specialists who help guide rapid treatment decisions.

Clear time goals, such as rapid imaging and prompt specialist consultation, help ensure patients receive care as quickly as possible. When advanced intervention is needed, the team is prepared to coordinate timely transfer to a higher-level facility.

This designation highlights Memorial Hospital and Manor's ability to provide coordinated, efficient stroke care close to home — giving patients and families confidence that expert care is available when it matters most.



## ELEVATING THE PATIENT EXPERIENCE: FOCUS ON CUSTOMER CARE

*At Memorial Hospital and Manor, exceptional care is not only about clinical excellence—it's about how patients feel throughout their experience.* Guided by our mission, "Our community, our hospital — where we deliver courteous, respectful, safe, and quality care to every patient, every time," we are proud to introduce a meaningful step forward in strengthening that commitment.

Marbella Rich has joined our team as a Customer Service Advocate, a new role within our Quality Department designed to enhance the patient experience. She meets with all inpatients daily, visits patients in Labor and Delivery, and checks in with those in the Emergency Department as she is able — providing a consistent, personal connection for patients and families.

This role has already made a significant impact, helping ensure that every patient feels heard, supported, and cared for. By focusing on real-time feedback and personal interaction, Marbella's work strengthens our ability to meet — and exceed — our customer service standards.

The addition of this role reflects our continued commitment to delivering not just quality care, but compassionate, patient-centered care — **every patient, every time.**

# ADVANCING SURGICAL TRAINING THROUGH RURAL CARE



**DR. GEORGE MYERS, IV**

*Memorial Hospital and Manor is proud to partner with Wellstar Health System in providing a unique and meaningful surgical residency experience — one that highlights both the importance and the impact of rural healthcare.*

Through this collaboration, surgical residents have the opportunity to train alongside our own Dr. Myers, gaining valuable hands-on experience while serving a community that benefits greatly from their presence.

During their time with us, residents were immersed in the realities of rural surgical practice — managing a broad spectrum of conditions, while developing advanced decision-making skills in an environment with fewer resources than larger, urban facilities. Equally important was the opportunity for residents to follow patients from diagnosis and surgical treatment to recovery and long-term follow-up. This continuity fosters a stronger connection to patients and reinforces the meaningful impact that rural surgeons have within their communities.

“We are so fortunate to partner with Dr. Myers and the community in Bainbridge to provide our residents with an immersive educational experience that highlights the challenges and the joys of practicing general surgery in a smaller community with fewer readily available resources,” said Daniella Kington, MD, FACS, General Surgery Residency Program Director with Wellstar. “Experiences like this allow our residents to value the resourcefulness it takes to care for a patient in a smaller environment. It also allows for mentorship and relationships that may draw surgeons to smaller communities to answer the workforce needs that exist.”

For Memorial Hospital and Manor, this partnership is a point of great pride. Dr. Myers’ role as a mentor and educator reflects not only his expertise, but also the high level of trust placed in our facility to help shape the next generation of surgeons. His dedication to teaching and patient care exemplifies the values we uphold every day.

By welcoming residents into our hospital, we are not only contributing to their education, but are also showcasing the strength, capability, and importance of rural healthcare. It is our hope that experiences like these inspire future physicians to consider practicing in communities like ours, where they can make a lasting difference.

## CENTER FOR ADVANCED WOUND CARE



**DR. CHARLES A. WALKER**

**RECOGNIZED  
NATIONALLY FOR  
EXCELLENCE IN  
PATIENT CARE**

At Memorial Hospital and Manor, delivering high-quality, specialized care remains a top priority — and that commitment has recently been recognized on a national level. The Center for Advanced Wound Healing received two awards from Healogics®, the nation’s largest provider of advanced wound care services. The center was awarded the Robert A. Warriner III, M.D., Clinical Excellence Award, placing it among the top 10 percent of eligible wound care centers nationwide based on healing outcomes. In addition, the center earned the Center of Distinction Award, recognizing outstanding clinical results sustained over twelve consecutive months, including patient satisfaction rates exceeding 92 percent.

### ADVANCED CARE CLOSE TO HOME

As part of the Healogics network of nearly 600 Wound Care Centers®, our Center provides specialized treatment for patients with chronic and non-healing wounds, including diabetic foot ulcers, pressure injuries, and infections. Utilizing advanced techniques such as negative pressure wound therapy, bioengineered tissues, and growth factor therapies, the team is able to deliver effective, evidence-based care tailored to each patient’s needs.

Since opening in 2019, the center has consistently achieved strong outcomes, earning both Clinical Excellence and Center of Distinction recognition for the past five years. Under the leadership of Medical Director Dr. Charles Walker, a general surgeon with more than 35 years of experience serving the community, the program continues to provide trusted, specialized care close to home.

### A COMMITMENT TO CONTINUED GROWTH

Looking ahead, the addition of a new provider will expand access and increase clinic availability, ensuring more patients can benefit from these advanced services. Backed by a dedicated team and a focus on proven treatment methods, the Center for Advanced Wound Healing remains committed to improving outcomes and enhancing quality of life for patients throughout the region.



Memorial Hospital and Manor proudly offers a comprehensive range of therapy services, including a team of skilled professionals in the swing bed, inpatient, medical surgical, same day surgery, and ICU. Services also extend to the nursing home for both short and long-term stay residents as well as Willow Ridge.



# EMPOWERING RECOVERY

## COMPREHENSIVE PHYSICAL MEDICINE REHABILITATION

Patient-centered care is a key focus of the rehabilitation process, emphasizing the patient's goals and needs. 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.

### 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 offered include:

**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.



JAMIE WILLIAMS  
DIRECTOR OF  
REHABILITATION

*"It's incredibly rewarding to see our Rehab Department continue to grow. Each new step forward allows us to reach and care for more people in our community when they need us most. This growth is happening across outpatient, inpatient and long-term care services, strengthening our ability to serve patients at every step of their recovery."*

# PELVIC FLOOR THERAPY

*Memorial Hospital is proud of our Pelvic Floor Therapy service line, expanding access to specialized care that helps patients restore comfort, confidence, and quality of life.*

Led by skilled physical therapist Emilee Miller, the program emphasizes patient education, empowerment, and compassionate care — helping patients understand not just what to do, but why it works. This approach allows individuals to actively participate in their healing and achieve lasting improvements.

One current patient shared how impactful the program has been on her recovery: “After having three babies, I was dealing with symptoms from my deliveries that made everyday life uncomfortable and social situations difficult at times. Emilee has been incredible with helping me regain control and has worked with me to find the strategies that work best for my body. She is extremely knowledgeable and explains everything in clear, easy-to-understand ways. She not only teaches exercises, but also explains why they work, which has made me feel much more confident and empowered in my recovery. She is patient, supportive, and truly cares. I’m so grateful for her help.”

Pelvic floor dysfunction can affect individuals after childbirth, surgery, or other life changes, often causing symptoms that interfere with daily activities and social interactions. Memorial Hospital’s Pelvic Floor Therapy program provides personalized, one-on-one care focused on education, strengthening, and practical strategies tailored to each patient’s body and goals.

With the addition of Pelvic Floor Therapy, Memorial Hospital continues its commitment to bringing advanced, patient-centered services close to home — so members of our community can receive the specialized care they need without traveling far from family and support.



**EMILEE MILLER, PHYSICAL THERAPIST**

*For more information about Pelvic Floor Therapy at Memorial Hospital, patients are encouraged to speak with their healthcare provider about a referral to the Memorial Outpatient Rehabilitation Center.*

## CARDIAC AND PULMONARY REHABILITATION SERVICES

*Memorial Hospital and Manor is proud to bring advanced rehabilitation services to our community through our Pulmonary Rehabilitation Center and a growing Cardiac Rehabilitation program — helping patients receive the care they need without leaving town.*

Since opening the Pulmonary Rehabilitation Center in mid-December, the program has seen rapid growth and strong community response. Due to high demand, we have expanded our team by adding a new nurse and respiratory therapist to support this vital service line.

Pulmonary rehabilitation helps individuals with conditions such as COPD, asthma, and post-COVID complications improve breathing, build endurance, and enhance overall quality of life through guided exercise and education.

We are also currently accepting patients for cardiac rehabilitation for those recovering from heart-related conditions or procedures. This program focuses on strengthening heart health, improving stamina, and reducing the risk of future cardiac events. We plan to expand cardiac rehabilitation services to include a higher level of care by the end of the summer.

Led by Heather Sanders, BSRT, RRT, RPFT, our rehabilitation team is dedicated to delivering expert, compassionate care tailored to each patient.

*Those interested in these programs can contact their provider for a referral or call the MHM Cardiac and Pulmonary Rehabilitation Center at (229) 243-6181.*



# SUPPORTING RECOVERY CLOSE TO HOME: SWING BED PROGRAM

AT MEMORIAL HOSPITAL AND MANOR



*At Memorial Hospital and Manor, care does not end when a hospital stay is complete. For patients who are ready to leave acute care but may not yet be strong enough to return home safely, the Swing Bed Program offers a supportive next step in the recovery journey.*

Located within the Medical/Surgical Unit, this transitional care program focuses on rehabilitation and strengthening — helping patients regain independence in a comfortable, familiar setting close to home.

## PERSONALIZED CARE FOR A STRONGER RECOVERY

The Swing Bed Program provides a comprehensive range of services, including skilled nursing care, physical, occupational, and speech therapy, as well as pharmacy support, nutritional guidance, and case management. Each patient receives an individualized plan of care tailored to their specific needs and goals, ensuring a smooth and confident transition back home.

Care is coordinated by a registered nurse and supported by a multidisciplinary team, creating a well-rounded approach that addresses both medical and functional recovery.



## ACCESSIBLE AND FLEXIBLE CARE OPTIONS

Many patients qualify for coverage through Medicare and other insurance plans, making this level of care accessible for those who need additional support after hospitalization. Patients who began their care at another hospital may also be eligible for the program through a referral, allowing them to complete their recovery closer to family and home.

## A CONTINUED COMMITMENT TO CARE

The Swing Bed Program reflects Memorial Hospital and Manor's commitment to providing care at every stage of the patient journey. By offering a bridge between hospital and home, this program helps ensure patients feel supported, prepared, and confident as they continue their path to recovery.

**For more information, patients and families are encouraged to contact the Social Services department at (229) 246-3500, ext. 464 or email [MHMSwingBed@mh-m.org](mailto:MHMSwingBed@mh-m.org).**

## AFFORDABLE LAB CARE: SIMPLE, ACCESSIBLE, AND ONLY \$10

At Memorial Hospital and Manor, we believe staying on top of your health should be both easy and affordable. That's why we offer our \$10 Lab Program, providing 10 of the most common lab tests for just \$10 each. Patients can let registration know they would like to take advantage of the program upon arrival, and our team will take care of the rest. This program reflects our commitment to making quality care more accessible for our community.

*Effective June 1, 2026 the 10 labs included in the \$10 Lab Program include:*

- CBC or CBCD • BMETA or CMETA • Hemoglobin A1c • Lipid Profile • TSH
- Vitamin D • Ferritin • B12/Folate • Iron Profile • Urinalysis



# MEMORIAL EYE CARE

## CLEAR VISION, CLOSE TO HOME

*Memorial Eye Care provides comprehensive, high-quality eye care designed to support patients at every stage of life. With a focus on both routine vision needs and the diagnosis and management of eye conditions, the center offers a trusted, convenient option for maintaining long-term eye health within our community.*

From annual exams to more advanced care, patients benefit from a full range of services, including emergency eye care, treatment of ocular diseases, cataract surgery co-management, and a wide selection of eyewear. Memorial Eye Care also works closely with ophthalmologist Dr. Aric Aldridge, ensuring coordinated care for patients requiring specialized treatment, including cataract and glaucoma management.

With an experienced team and a commitment to patient-centered care, Memorial Eye Care helps patients see clearly and confidently — close to home.



**DR. LISA W. MARTIN**  
OPTOMETRIST



**DR. JAMES COX**  
OPTOMETRIST



**DR. ARIC ALDRIDGE**  
OPHTHALMOLOGIST

Memorial Eye Care  
603 S Wheat Ave #650  
Bainbridge, Georgia  
(229) 243-8597



## SUPPORTING SUCCESS BEYOND SURGERY WITH truMED

*Successful weight loss — especially after bariatric surgery — requires more than a procedure. It requires ongoing support, education, and the right tools.*

That is why Memorial Hospital and Manor is proud to offer patients access to truMED, a digital health platform designed to help individuals stay engaged and on track throughout their weight-loss journey.

Through the truMED program, eligible patients receive connected tools such as a Bluetooth scale and access to the truME mobile app, allowing them to monitor progress from home. Patients can track weight, nutrition, activity, and other health goals while staying connected to their care team between visits. The app also features AI-powered food recognition, making it easier than ever for patients to log meals and better understand their nutritional intake.

This added layer of support helps patients build healthy habits, maintain accountability, and achieve long-term success — particularly following bariatric surgery. By combining technology, education, and personalized guidance, truMED empowers patients to take an active role in their health every step of the way.





# MAGNOLIA WOMEN'S CENTER

## NURTURING WOMEN'S HEALTH AND WELL-BEING

At Memorial Hospital and Manor, caring for women is more than a service—it is a commitment. Magnolia Women's Center is dedicated to providing comprehensive, compassionate care designed to support women at every stage of life. With convenient locations in Bainbridge, Donalsonville, and Blakely, our team is proud to serve the region with personalized, patient-centered healthcare close to home.

Staffed by experienced physicians, nurse practitioners, and two certified nurse midwives, Magnolia Women's Center offers a full spectrum of women's health services. Our providers are devoted to ensuring each patient receives the highest standard of care in a supportive and respectful environment. To further enhance accessibility, the center also offers the option of seeing a bilingual, Spanish-speaking nurse practitioner, ensuring that language is never a barrier to exceptional care.



## ADVANCED CARE WITH A PERSONAL TOUCH

Magnolia Women's Center continues to invest in advanced technology to better serve our patients. Thanks to a generous donation from the FOGG Foundation, the practice has upgraded its ultrasound equipment—enhancing diagnostic accuracy and elevating the level of care provided to women and expectant mothers throughout the community.

From routine wellness exams to specialized treatments, Magnolia Women's Center remains a trusted partner in women's health. Our unwavering commitment is to deliver compassionate, high-quality care that empowers women to lead healthy and fulfilling lives.

### Services Offered

- Total women's health
- Full obstetrical care
- Minimally 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

### 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



# 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.*



**DR. CHARLES BROWN,**  
BREAST FELLOWED RADIOLOGIST

## 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.



## MAGNOLIA WOMEN'S CENTER PROVIDERS



**DR. JASON MOYE, MD**



**DR. CRAIG LENZ, DO**



**DR. WHITNEY VANCE, MD**



**TRACY SMITH, NP-C**



**MARIA MOCK**  
CERTIFIED NURSE  
MIDWIFE, DNP



**SUSAN SHELTON**  
CERTIFIED NURSE  
MIDWIFE, PHD



**MARIELA CASTRO**  
SALGADO, FNP-C

# PRIMARY CARE AND INNOVATION AT AMELIA MEDICAL PLAZA

## A STRONG FOUNDATION FOR HEALTH— ENHANCED BY ADVANCED SUPPORT

*At Amelia Medical Plaza, primary care serves as the cornerstone of long-term health and wellness.* Through a dedicated team offering both family medicine and internal medicine, patients have access to comprehensive, personalized care close to home. Family medicine providers care for patients of all ages, while internal medicine providers specialize in adult care — ensuring the needs of every stage of life are met.

Primary care goes beyond treating illness. It focuses on prevention, early detection, and ongoing management of health conditions. From annual wellness visits and routine screenings to chronic disease management and care coordination, a primary care provider serves as a trusted partner — guiding patients through every aspect of their healthcare journey and connecting them with specialists when needed.

## BUILDING HEALTH THROUGH CONSISTENT, CONNECTED CARE

*Establishing care with a primary care provider allows patients to stay current on preventive services, manage chronic conditions effectively, and benefit from a consistent, coordinated approach to their health.* It is recommended that adults visit their provider at least once a year, not only to address concerns, but to maintain overall wellness and prevent disease before it begins.

For many in our community, Amelia Medical Plaza serves as a convenient and reliable place to access that essential care — offering a “one-stop” approach to staying well.

## EXPANDING CARE BEYOND THE OFFICE VISIT

*Further strengthening this commitment, Memorial Hospital and Manor has partnered with Sciometrix to bring Chronic Care Management (CCM) and Remote Patient Monitoring (RPM) services to eligible patients at Amelia Medical Plaza.* This collaboration introduces an added layer of support, extending care beyond the walls of the clinic and into patients’ daily lives.

Through Chronic Care Management, patients living with two or more chronic conditions receive ongoing, personalized support from a dedicated, RN-led care team available 24/7. Services include care coordination, medication review, health education, and assistance with appointments — ensuring patients remain supported between visits.

Remote Patient Monitoring enhances this care even further by allowing patients to track important health metrics such as blood pressure, weight, blood glucose, and oxygen levels from the comfort of home using easy-to-use, cellular-connected devices. This information is



DR. GLORIA BROWN



DR. SYDNEY COCHRAN



DR. MACY TABB



DR. MARY CLAIRE SMALLWOOD



HANNAH MILLER, NP



KYLE KELLEY, NP



WHITNEY WOMBLE, NP

reviewed regularly by the care team, helping identify changes early and allowing for timely clinical intervention.

## A MORE PROACTIVE APPROACH TO BETTER OUTCOMES

*Together, these services create a more connected and proactive healthcare experience.* Patients benefit from improved management of chronic conditions such as hypertension, diabetes, heart disease, and COPD, along with stronger communication between providers and care teams. Early identification of potential concerns helps reduce complications and supports better overall outcomes.

"This partnership reflects our continued commitment to improving access, coordination, and outcomes for the patients we serve," said LaDon Toole. "By bringing advanced clinical support and technology-enabled services to Amelia Medical Plaza, we are enhancing the level of care available to our community in a meaningful way."

## CARE THAT MEETS YOU WHERE YOU ARE

*In many cases, these services are covered by Medicare, Medicare Advantage, Medicaid, and most private insurance plans, depending on individual coverage — making this next level of care accessible to a wide range of patients.* At Amelia Medical Plaza, the goal is clear: to provide high-quality, patient-centered care that not only treats illness, but actively supports long-term health. By combining strong primary care relationships with innovative tools and partnerships, Memorial Hospital and Manor is helping patients stay connected, supported, and healthier — every day.

Patients are encouraged to speak with their provider or contact the office to learn more about establishing care or enrolling in Chronic Care Management and Remote Patient Monitoring services.



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

# MEMORIAL PEDIATRICS

*Memorial Pediatrics offers comprehensive primary care for children from birth to 18 years old, serving not only Decatur County but patients from all over Southwest Georgia.*

Our team includes two board-certified pediatricians and three nurse practitioners, boasting a collective experience of more than six decades 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, with Dr. Buck holding a faculty position at the FSU College of Medicine since 2014.



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



**DR. MATTHEW BUCK**



**DR. MARY BETH SMITH**



**CHRISTY CURRY, NP**



**DEBORAH FLOWERS, NP**



**CARRIE HEARD, NP**

# MEMORIAL MANOR

## A PLACE TO CALL HOME: COMPASSIONATE CARE

At Memorial Hospital and Manor, caring for our community means more than providing exceptional medical services—it means creating a warm, welcoming environment where residents feel at home and families feel confident in the care their loved ones receive. Our Nursing Home, Memorial Manor, embodies this commitment by offering compassionate long-term care and short-term recovery options in a setting rooted in dignity, comfort, and community.

## RENEWED SPACES, RENEWED SPIRIT

Exciting enhancements are underway at Memorial Manor, bringing new energy and vitality to the facility. With support from Georgia HEART Hospital Program funding, renovations including a new roof, updated flooring, and fresh paint are transforming the environment for residents, families, and staff. Combined with the leadership of new management and marketing teams, these improvements reflect a renewed dedication to excellence and reinforce our commitment to providing a safe, comfortable, and inviting place to live and heal.

These investments ensure that families can feel confident knowing their loved ones are cared for in a facility that prioritizes both quality and comfort.

## CARE THAT FEELS LIKE FAMILY

At the heart of Memorial Manor is a team of dedicated professionals who treat every resident with the same compassion and respect they would offer their own loved ones. Employees understand that they are not simply entering a workplace each day — they are stepping into the homes of those they serve.

This philosophy fosters an environment built on trust, dignity, and genuine care, ensuring that residents feel valued, supported, and truly at home.



## A VIBRANT COMMUNITY FOR RESIDENTS

Life at Memorial Manor extends beyond clinical care. Residents enjoy a lively and engaging environment designed to foster connection, comfort, and joy. Daily activities encourage social interaction and mental stimulation, while inviting common areas provide welcoming spaces for visiting with loved ones.

Among the most cherished traditions are salon days, which bring smiles and a sense of routine, as well as visits from local churches and community organizations that offer fellowship, gifts, and encouragement. These meaningful interactions reflect the strong bonds between Memorial Manor and the community it serves.

## CONFIDENCE IN CARE

Memorial Manor offers a full spectrum of services tailored to meet individual needs, including skilled nursing care, sub-acute services, and comprehensive therapy options. Residents have access to physical, occupational, and speech therapy, all delivered by experienced professionals committed to promoting recovery, independence, and overall well-being.

Whether seeking long-term residency or short-term rehabilitation, families can trust Memorial Manor to provide exceptional care in a nurturing and supportive setting. With modern enhancements, comprehensive services, and a deep-rooted connection to the community, Memorial Hospital and Manor continues to uphold its mission:

*Our community, our hospital — where we deliver courteous, respectful, safe, and quality care to every patient, every time.*

For more information about long-term care, short-term stays, contact:

Paula Parris, Social Services Director / Admission Coordinator

(229) 243-6100, ext. 453 | manor-socsvs@mh-m.org

Lisa Kelley, Growth and Development Coordinator

(229) 243-6100, ext. 564 | lisak@mh-m.org

## COMPREHENSIVE CARE CLOSE TO HOME: SHORT-TERM CARE STAYS

For those recovering from surgery, illness, or hospitalization, short-term care stays provide a valuable transitional option. Located within the same campus as Memorial Hospital and Manor, this program offers a safe and supportive environment for patients who require additional time and assistance before returning home.

Many short-term care stays are covered by Medicare and most private insurance plans for qualified patients, depending on eligibility and coverage. This accessibility ensures that individuals can receive the care they need without traveling far from home.

### Benefits include:

- Skilled nursing and rehabilitation services
- Assistance with daily activities and
- Medication management
- Access to on-site therapy and medical support
- A comfortable setting for recovery close to family and friends

# WILLOW RIDGE

## PERSONAL CARE HOME



### WHERE COMFORT, COMMUNITY, AND CARE COME TOGETHER

Nestled on nine peaceful, wooded acres just minutes from downtown Bainbridge, Willow Ridge Personal Care Home offers a warm and welcoming environment for older adults who value both independence and supportive care. As a not-for-profit facility affiliated with Memorial Hospital and Manor, Willow Ridge provides a trusted option for families seeking personalized attention in a setting that truly feels like home.

### A SETTING DESIGNED FOR COMFORT

With 22 private suites — each featuring a sitting area and private bath — residents enjoy both comfort and privacy. Thoughtfully designed common spaces encourage connection and fellowship, while the serene surroundings offer a quiet retreat just minutes from medical offices, pharmacies, and shopping.

### PERSONALIZED CARE WITH A FAMILY FEEL

At Willow Ridge, residents are supported by a dedicated, certified team who provide assistance with daily activities, medication supervision, and individualized care. Safety and peace of mind are always a priority, with features such as emergency call systems, security monitoring, and fire protection throughout the facility.

Life at Willow Ridge is enriched through daily meals, snacks tailored to dietary needs, and a variety of social and recreational activities. From time spent with fellow residents to visits from family and friends, the environment fosters both engagement and a strong sense of community. Amenities such as an on-site barber and beauty shop, along with access to television and internet services, further enhance comfort and quality of life.

### CLOSE TO CARE, CLOSE TO HOME

One of Willow Ridge's greatest strengths is its proximity to Memorial Hospital and Manor, offering added reassurance for residents and families alike. Combined with transportation for local medical appointments, this connection ensures continuity of care and convenience.

At Willow Ridge Personal Care Home, residents are more than cared for — they are valued, supported, and treated like family in a place they are proud to call home.

To learn more or schedule a personal tour, call (229) 243-0000.

## HELP SHAPE THE FUTURE OF HEALTHCARE IN OUR COMMUNITY

*At Memorial Hospital and Manor, understanding the needs of our community is essential to planning for the future of local healthcare.* That is why we are proud to partner with the UGA Archway Partnership and its Connected Resilient Communities program to complete our Community Health Needs Assessment (CHNA).

Our purpose in partnering with the program to help gather valuable community feedback and identify opportunities to strengthen healthcare across Decatur County and the surrounding areas.

The UGA Archway Partnership connects Georgia communities with the resources and expertise of the University of Georgia to address locally identified challenges and opportunities. Through the Connected Resilient Communities initiative, communities engage residents, analyze local data, and develop plans focused on long-term growth, resilience, and quality of life.

For Memorial Hospital and Manor, this partnership provides an important opportunity to hear directly from the people we serve. Community input will help identify healthcare priorities, improve access to services, and guide future planning as we continue working to meet the evolving needs of our region.

Because the survey link will only be available for a limited time, we encourage you to participate today and make your voice heard.

*Together, we can continue building a healthier, stronger future for our community.*

**Make your voice heard and help shape the future of healthcare in our area!**  
**Take the survey by scanning the QR code.**



# THE MARKET AT MEMORIAL

## A FRESH TAKE ON CONVENIENCE AND CUSTOMER CARE



*At Memorial Hospital and Manor, enhancing the patient and visitor experience is always a priority.* In keeping with our commitment to service and innovation, we have transformed a once-abandoned gift shop in the hospital's front lobby into a vibrant and welcoming space known as The Market — a modern, self-service destination designed to meet the needs of everyone who walks through our doors.

### CONVENIENCE, QUALITY, AND CHOICE—AVAILABLE 24/7

The Market offers a wide selection of snacks, beverages, coffee, and both fresh and frozen meal options, providing convenient access to food around the clock. Created with a customer-forward focus, this space ensures that team members, patients, visitors, and residents have access to a variety of high-quality refreshments whenever they need them — day or night.

### *Adding to its appeal, Memorial Hospital and Manor has partnered with Chick-fil-A Bainbridge to bring a popular dining option directly inside the hospital.*

A Chick-fil-A kiosk operates within The Market Monday through Friday, serving breakfast from 7:00 a.m. to 10:00 a.m. and lunch from 11:00 a.m. to 1:30 p.m.

This partnership with Chick-fil-A Bainbridge reflects a shared commitment to serving our community with care, hospitality, and excellence. As a locally owned and operated restaurant, Chick-fil-A Bainbridge is proud to support Memorial Hospital and Manor and the families we serve, reinforcing the spirit of collaboration that strengthens our community.

### SHOWCASING PRIDE IN OUR HOSPITAL

The Market also features a retail display of Memorial Hospital and Manor logo merchandise. Guests can conveniently purchase branded items using a QR code, making it easy to show their support and pride in our community hospital.

### A COMMITMENT TO EXCEPTIONAL SERVICE

Beyond providing convenient dining options, Memorial Hospital and Manor has taken its partnership with Chick-fil-A a step further. Demonstrating a steadfast dedication to service excellence, every MHM employee has completed the Chick-fil-A customer service training program. This initiative reinforces our commitment to delivering exceptional experiences and ensures that every interaction reflects our core values.

#### **This training supports our mission:**

*“Our community, our hospital — where we deliver courteous, respectful, safe, and quality care to every patient, every time.”*

### SERVING OUR COMMUNITY WITH EXCELLENCE

The Market at Memorial represents more than a new amenity—it reflects our dedication to hospitality, innovation, and community-centered care. By offering convenient dining, quality retail options, and a welcoming environment, we are proud to enhance the experience for our patients, families, visitors, and staff.

*At Memorial Hospital and Manor, every detail matters — because exceptional care extends far beyond the bedside.*



# EXPANDING COVERAGE THROUGH WELLSTAR DIGITAL CARE NETWORK

*Memorial Hospital and Manor is proud to expand its participation in the Wellstar Digital Care Network in partnership with the Medical College of Georgia at Augusta University, bringing additional specialty access and enhanced telehealth capabilities to patients across Southwest Georgia.*

This initiative represents another important step in strengthening rural healthcare close to home and expanding access to specialty care within the community.

## GREATER ACCESS & EXPANDED SERVICES

Through the expanded Digital Care Network, patients at Memorial Hospital and Manor will have greater access to specialty physicians and advanced clinical support while remaining connected to their local care teams. Expanded specialty services available through the network will include cardiology, pulmonology, infectious disease, critical care, and maternal fetal medicine, among others, with access to 24/7 specialty support when needed. The goal of the network is not to replace local physicians, nurses, and hospital staff, but to strengthen and support them with continuous access to additional expertise and resources.

By combining local care with real-time digital specialty access, more patients can safely remain in their communities close to family and support systems while still benefiting from advanced specialty expertise. This approach helps rural hospitals continue delivering high-quality care locally while improving coordination and expanding access to services that can be difficult to provide in many rural communities.

## REAL TIME SUPPORT

To support this expansion, Memorial Hospital and Manor will implement cutting-edge telehealth technology used by Wellstar and other advanced digital care programs at the forefront of telehealth innovation across the country. The advanced platform connects local patients and care teams with specialists in real time and supports secure telehealth consultation, enhanced clinical collaboration, and emerging capabilities such as artificial intelligence-enabled workflows designed to improve efficiency and support patient care. Equipment installation is expected by the end of the summer, with full integration anticipated this fall.

***“Our team’s digital care supplements the great work already being done at Memorial and Manor Hospital,” said Dr. Matt Lyon, Director of the MCG Center for Digital Health. “The Wellstar Digital Care Network helps to strengthen rural communities by keeping more healthcare local and supporting the physicians, nurses, and care teams who already serve these communities every day.”***

## ADVANCED TEAM / LOCAL CARE

“Rural hospitals play a vital role in the health of their communities, but access to specialty care can be challenging in rural Georgia,” Lyon added. “By expanding digital specialty access, we can support local care teams with additional expertise and help more patients receive high-quality care close to home.”

***As a rural hospital deeply committed to the communities it serves, Memorial Hospital and Manor is proud to be part of a collaborative network focused on innovation, partnership, and strengthening access to high-quality healthcare for patients and families across Southwest Georgia. Through expanded digital connectivity and specialty support, the hospital continues its mission of delivering compassionate, community-centered care while helping ensure that more patients can receive advanced care without leaving the people and places they call home.***



# GEORGIA HEART

## TAX CREDIT OPPORTUNITY

*The State of Georgia empowers its citizens with the opportunity to pay their state income taxes through contributing to eligible rural hospitals, such as Memorial Hospital and Manor, improving the state of healthcare in rural Georgia with the Georgia HEART program.*

Through HEART, Georgia citizens receive a state income tax CREDIT for 100% of the amount they contribute in state income tax. 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.

## YOUR HEART IS IN THE RIGHT PLACE

Since the Georgia HEART program began in 2017, Memorial Hospital and Manor has raised more than \$13.7 million in contributions through tax credit contributions from individuals and businesses across our surrounding communities. These investments in rural healthcare improve access to quality medical services for thousands of Georgians.

Today, those tax dollars are making a visible difference in our hospital and nursing home. Funds from the 2025 - 2026 Georgia HEART campaign are helping transform patient care areas and improve the experience for patients, residents, visitors, and team members alike.

Recent projects include a new roof, updated flooring, fresh paint, and general renovations throughout the nursing home, creating a safer, more comfortable environment for our residents. Georgia HEART funds are also being used to replace the nurse call system in the med/surg departments and same day surgery unit, improving communication and response times for patient care. Additional flooring and paint updates are also planned for the operating room areas as part of our continued commitment to maintaining modern, welcoming healthcare facilities. These projects are just a few examples of how local tax dollars are staying local and directly improving care for our community.

*Every contribution through the Georgia HEART program helps ensure that local tax dollars stay local — directly supporting improvements that our community can see and experience every day.*



**GEORGIA HEART**  
HOSPITAL PROGRAM  
*Helping Enhance Access to Rural Treatment*

**SUBMIT YOUR 2026 HEART TAX  
CREDIT APPLICATION TODAY, AS  
CREDITS ARE LIMITED.**

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)  
(770) 250-5971

## TURNING TAXES INTO CARE FOR MANOR RESIDENTS

*The funds received through Georgia HEART are essential to allowing Memorial Hospital and Manor to continue offering excellent patient care.*

A portion of this year's local tax dollars was spent on interior updates at the Manor, making sure our residents feel at home in an updated facility.



# THE MEMORIAL HOSPITAL FOUNDATION

## SUPPORTING HEALTH & HOPE

Dedicated to advancing the mission of Memorial Hospital and Manor, the Memorial Hospital Foundation plays a vital role in strengthening the health and well-being of our community. As the hospital's philanthropic arm, the Foundation helps secure the resources needed to invest in advanced technology, facility improvements, and expanded services — ensuring patients continue to receive high-quality care close to home.

Over the past two years, the impact of community support has been clearly visible. Through the generosity of donors, the Foundation has made possible the purchase of new Emergency Department furniture, the paving of the hospital parking lot, and



*Thanks to the support of the Memorial Hospital Foundation, a new CT machine was purchased, as well as new furniture for the ER waiting room. The front hospital parking lot was also resurfaced.*



most recently, the addition of a 128-slice CT scanner. This advanced technology represents a significant step forward, allowing for faster, more detailed imaging and expanding the hospital's ability to provide enhanced cardiac services. Compared to the previous 16-slice CT, the 128-slice system captures more images in a single scan, improving accuracy while reducing scan time — an important advancement when diagnosing time-sensitive conditions.



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

## THE IMPACT OF YOUR DONATION

Every contribution — regardless of size — makes a meaningful difference. Donations directly support the hospital's ability to enhance patient care, upgrade facilities, and invest in innovative solutions that benefit the entire community.

*"Bainbridge is privileged to have convenient access to excellent healthcare within our community," said 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."*

**BUILDING A  
HEALTHIER  
FUTURE  
TOGETHER**

The Memorial Hospital Foundation continues to be a driving force behind meaningful improvements that impact patients, families, and the community as a whole. Together, we can build a healthier, stronger future for Bainbridge and the surrounding region.

To support the mission of the Memorial Hospital Foundation, contributions may be sent to:

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

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



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

