



Patient Guide

KEY INFORMATION FOR YOUR STAY

801 W. Gordon St. • Thomaston, GA 30286

WELCOME

Dear Patient,

The Upson Regional Medical Center staff welcomes you to the SilverCare Behavioral Health Unit. Upson Regional is a full-service, DNV Healthcare accredited organization committed to providing exceptional, safe, and compassionate care to our patients and families.

Our treatment team has the knowledge and skills to treat many conditions including depression with suicidal or homicidal thoughts/behaviors, anxiety, psychosis that leads you to stop eating, sleeping, or taking your medication, and dementia with aggressive behaviors. The following information is designed to help you become familiar with the routines and activities of the unit.

We are committed to direct all of our efforts as staff toward your recovery and quick return to family, friends, and other activities. You can depend on us to assist you in working toward a fuller enjoyment of life. We will do our best to understand your concerns and coordinate and provide the services that will most benefit you during this difficult time.

The initial phase of treatment will focus on intensive assessments and testing, if necessary. The results of these assessments will be shared with you, and an individual treatment plan will be developed. There will be specific goals and objectives that you and the treatment team will work toward while you are here as well as when you return home.

This handbook has been developed to help answer questions about our services and the various ways we as staff try to assist your recovery. Also, we list some guidelines which we feel both protect you and help us provide a positive treatment setting. If you have any questions, please do not hesitate to ask a member of the staff.

DAN OWENS

Chief Executive Officer

PENNY NOLE

Chief Nursing Officer

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VISITATION

We encourage you to meet with your family and other loved ones while you are at the SilverCare Behavioral Health Unit. However, you do have the right to refuse visits if they are too upsetting to you. If your visitors work second shift or are traveling a long distance, please talk to your counselor or social worker about alternate visiting hours. No children under 18 are allowed on the unit. Only two visitors will be allowed during a 30 minute slot per patient in one day. You must call and schedule an appointment to visit. Visitation only lasts for 30 minutes per patient.

VISITING HOURS

Sunday - Saturday: 2:00 p.m. - 4:00 p.m. and 6:00 p.m. - 8:00 p.m.

PHONE HOURS

Sunday - Saturday: 2:00 p.m. - 4:00 p.m.

Unit Phone Number: 706-646-5725

Unit Fax Number: 706-646-8083

ARE THERE PHONES I CAN USE?

There is a portable phone located in the nursing stations for you to use from **2:00 p.m. - 4:00 p.m.** You can call out to a family member, or your family can call **706-647-8111 ext. 1835**, and we can connect their call to the portable phone. Please limit your calls to 15 minutes or less so others will have the phone available.

CAN I RECEIVE MAIL AT THE HOSPITAL?

Be mindful this is a short-term stay (7-10 days). Mail that comes here for you will be delivered to the unit and handed out by staff. Your address in the hospital is:

(Your Name)
Room #
Upton Regional Medical Center
801 West Gordon Street
Thomaston, GA 30286

TREATMENT TEAM

WHO ARE THE TREATMENT TEAM MEMBERS?

Below you will find a list of team members who will be working with you during your stay. Your safety and care are our first priorities. This booklet has been designed to help familiarize you with our services and help you feel more at home. If you have questions at anytime, a staff member will be happy to assist you.

- **Dr. Shahzad Hashmi, Psychiatrist:** Dr. Hashmi is a medical doctor, specializing in the diagnosis and treatment of mental and emotional problems. The psychiatrist heads the team, directs and monitors treatment, and coordinates efforts with the other members of the treatment team.
- **Portia Risper, Provider:** Ms. Risper is an advance practice nurse who is a specially trained nurse certified in psychiatry and mental health.
- **Social Workers – Ext. 1838/1841:** Social workers provide individual and group therapy. They act as your advocate in planning your discharge from the hospital to your home.
- **Activity Therapist – Ext. 1833:** The activity therapist facilitates individual and group leisure experiences, exercises, and various activities to help you define and develop positive leisure activities.
- **Department Director – Ext. 1834:** The director manages the overall operations of the department.
- **Clinical Supervisor – Ext. 1840:** The clinical supervisor provides clinical oversight/support to the unit and staff.
- **A Team of Nurses:** The nurses implement, monitor, and evaluate treatments and/or medications as prescribed by your doctor. S/he will also provide you and your family with educational groups on various topics, such as nutrition and medication.
- **Mental Health Technicians or Certified Nursing Assistants:** They provide for your basic care needs and lend assistance as needed to the team effort.

Your direct care staff will vary from day to day. There is always a charge nurse assigned if you have any questions.

ADMISSION

When you arrive at the SilverCare Behavioral Health Unit a staff member will interview you and take your temperature, blood pressure, pulse, etc. The questions and procedures help us know more about you and assist in the planning of your care. You will be changed into unit-appropriate clothing. All of your personal clothing and belongings will be inventoried and secured. During the first 24 hours you will be assessed by a medical doctor as well as a psychiatric provider. There will also be some routine lab work and testing done as ordered by providers.

CONFIDENTIALITY

Patients who are admitted to the behavioral health unit will be placed on a “NO INFORMATION” status. This means that incoming callers WILL NOT be permitted to get information about you from our staff. The nursing staff will not acknowledge that you have even been admitted to this hospital.

On admission, you will select a personal identification code that you may give out to anyone that you want to visit or be able to talk with staff. You are responsible for giving them your personal identification code. Visitors without your personal code will not be allowed to call or visit. This policy has been devised to protect the confidentiality of the patients. We suggest that family members contact the physician or counselor/social worker if they have questions about your progress or care. They will only provide information with your permission.

Anything that you discuss with the hospital staff will not be shared with anyone outside of the hospital without your written permission. You must give the staff permission to talk with someone outside the hospital to find living arrangements for you, seek out a counselor for you, or for other purposes in order to be helpful to you. You will be informed of all contacts made at your request and on your behalf.

We ask that you not share with others any information you have learned about other patients. Often people share very personal information in groups in order to try to help themselves. While we cannot prevent you from doing so, the SilverCare Behavioral Health Unit does not encourage the exchange of phone numbers, addresses, etc. between patients.

PERSONAL ITEMS

WHAT CAN I BRING TO THE HOSPITAL?

While in the hospital, we will provide all clothing and hygiene supplies. Hearing aids, glasses, dentures, or prosthetics should be brought to better enable your participation in activities and groups.

We urge you to leave valuable things, such as purses, checkbooks, radios, cell phones, cameras, credit cards, luggage, and jewelry, at home. We cannot be responsible for valuable items that are lost or stolen. A bin will be provided for those items that you will not be allowed to keep in your room, and these bins are stored in a secured, locked area. Any valuables will be stored by staff in the safe or sent home with family if possible.

The following items **are not allowed** on the unit at any time:

- Sharp metal or plastic objects
- Glass items (i.e. vases, mirrors)
- Medication
- Tobacco of any kind
- Vaping products of any kind
- Products with alcohol
- Clothing with strings
- Shoes (unless there is a doctor's order)
- Belts or suspenders
- Clothes hangers
- Cell phones, iPads, iPods, or computers (any recording devices)
- Scarves, hats, or caps
- Aerosol containers
- Anything with batteries
- Electrical appliances (CPAP will be considered)
- Glue or inhalants
- CDs, DVDs, or VHS tapes
- Flammable items
- Razors (We provide shaving equipment.)
- Hardback books, inappropriate books, magazines, or photos
- Spiral notebooks
- Ribbons, hair ties, or strings greater than 6 inches long
- Metal combs, tweezers, files, or clippers
- Food items or drinks
- Live plants

SAFETY

Maintaining a safe environment for patients, staff, and visitors is a major focus of the behavioral health unit. In order to keep everyone safe, we want you to know the following:

- Staff will do rounds on all patients every 15 minutes, even at night. This means that staff will enter your room during the night. They will try to not wake you, but they will check to assure that you are safe.
- Unit doors are locked and monitored by staff. Recording cameras are located in the hallways, group rooms, and dining rooms. These are monitored by staff.
- In the event of fire or severe weather, please follow the instructions of staff.
- All belongings will be searched upon admission and when brought in by family.
- Room searches are conducted on a regular basis to ensure that the unit is safe. Any unsafe items found will be stored and either sent home with family or given to you upon discharge. Weapons and illicit drugs will be turned over to the Upson Regional Medical Center security.
- Please alert staff if you see anything that you feel is unsafe.

WHAT IS UNACCEPTABLE BEHAVIOR?

To maintain a therapeutic environment for all patients, you should respect the personal boundaries of other patients and staff members at all times. The following disrespectful and unacceptable behaviors will not be tolerated:

- Foul language
- Yelling and physical aggression
- Racial slurs
- Bullying
- Intimidation, making threatening gestures

INFECTION CONTROL

Hand washing is the single most important thing you can do to prevent the spread of infection. Masks may be worn as necessary.

TREATMENT PLAN

WHAT WILL I BE DOING WHILE I AM HERE?

We offer various helpful services for you and your family. An individualized treatment plan will be developed specifically for you within the first 72 hours. Your treatment plan will guide which therapeutic activities and/or medications are best for you.

We expect that you will use your stay at the hospital to focus on the severe stresses you now feel. ***It is very important that you understand and participate in every part of your treatment plan.*** Your typical day may include groups, individual counseling, opportunities for leisure activities, and free time.

Your psychiatrist or advance practice nurse will see you daily. In the back of this booklet is the daily schedule. Attending and participating in the group sessions will provide you with the tools needed to better cope with whatever struggles you are experiencing. If you don't feel comfortable talking in groups, you will not be forced to do so. We still expect that you will attend groups to hear information that might be useful to you. The services described below may be part of your treatment program.

- **Individual Counseling:** At times you will be involved in private counseling sessions with your counselor or social worker. In these sessions, we encourage you to try to define and resolve the stresses in your life that triggered or contributed to your current condition. Usually, it is important for you to talk both about your present situation and your past so that we can best understand and be helpful to you. These sessions are confidential so that only your treatment team and others you allow us to talk with will know about your concerns.
- **Group Activities, Group Therapy, and Education Groups:** Many of our staff members also lead groups in which you and other patients are able to learn from the group leader and from other patients in the group. You may also be involved in groups making crafts or other items. This is to help improve your day-to-day functioning.

TREATMENT PLAN, CONTD.

Medication: Medication is often a very important part of your treatment plan. Fortunately, there are medications that can help reduce depression, anxiety, or confused feelings you may have. Your psychiatrist will carefully choose and evaluate each medication for you. Please tell your psychiatrist or nurse about any physical changes or side effects that you feel if you are taking medication. The psychiatrist and our nursing staff will tell you about the benefits and risks of particular medications you are prescribed. Be sure and ask them any questions you have about your medication. The nursing staff administers medications.



WHAT ABOUT PERSONAL HYGIENE?

We encourage you to be good to yourself by keeping yourself clean each day and keeping your room in order. Clean linen is provided as needed. Please ask a staff member to help you get any clean linens that are needed for bathing.

We want you to be fully involved in activities during your stay at the hospital, so we expect you to be up by 7:45 a.m. each day. Baths or showers can be taken during free time in the evening or before 7:45 a.m. in the morning. Also, due to our concerns about your safety, it is important that everyone wears non-slip socks or shoes at all times during the day or whenever out of bed.

YOUR STAY

WHAT ABOUT TV?

A TV set is located in each activity room for your convenience. TV use varies based on daily schedule. TVs will be turned off during group sessions.

CAN I SMOKE AT THE HOSPITAL?

Upson Regional Medical Center is a non-smoking facility. If you would like to use a nicotine patch or gum, please talk with your psychiatrist, advance practice nurse, or staff nurse. If you would like information on stopping smoking, see your staff nurse.

WHAT ABOUT MEALS?

All meals are served on the unit at around 8:00 a.m., 12:00 p.m., and 5:00 p.m. Patients eat in the dining room unless otherwise indicated by the staff. Water, juices, milk, and snacks are available during snack times. Caffeinated beverages such as coffee, tea, and soda may be limited due to the interaction with medications. Also, if you have specific dietary needs or restrictions, please let us know.

CAN I TALK TO A MINISTER OR OTHER CLERGY?

Please ask your counselor, social worker, or nurse if you wish to talk to your chaplain, minister, priest, or other clergy. We would ask that you schedule the visit during visitation times so as not to interrupt daily therapeutic activities. The hospital also has this service available to you.

WHAT ABOUT DEVELOPING FRIENDSHIPS WITH OTHER PATIENTS?

You may form friendships during your stay, and we encourage you to talk with other patients and staff. Many people require physical distance from others and we ask that you respect others' needs in this area. Touching or sexual intimacy is not allowed on the unit. Visits with other patients should occur outside of your room. Respecting the rights of others is one way you can help yourself and others in the hospital.

DISCHARGE

I'M LEAVING THE HOSPITAL SOON. NOW WHAT?

We hope you will feel that some of the stress you had when you came into the hospital has lessened while you were here. However, experience tells us you will probably need the continuing help of a counselor, doctor, new living situation, or medication once you leave. It is extremely important that you understand what your plan for continuing care will be once you leave the hospital. Your counselor or social worker will work with you to develop this plan. It is very important that you continue to follow the treatment team's recommendations after you leave. Your progress during hospitalization can be undone if you stop taking care of yourself once you leave.

GERIATRIC PSYCHIATRIC PATIENT/ FAMILY GUIDE POST DISCHARGE PLAN

Your social workers on SilverCare will work alongside you, your family/POA/guardians, your physician, and interdisciplinary team to determine and recommend your post-crisis discharge plan. Discharge planning includes assessing and identifying your post-crisis needs prior to discharge. Your psychiatrist will determine when you are ready for discharge from the hospital. Your social workers will work to make arrangement for a smooth transition at discharge.

There are several OPTIONS/RECOMMENDATIONS available if you need assistance after your in-patient stay:

Home with Health Skilled Services: This may include, but are not limited to, nursing, physical therapy, master social worker, and home health aide. This is NOT 24/7 care, as they work alongside families and private sitters to meet the patient's needs.

DISCHARGE, CONTD.

Personal Care Home/Transitional Home: A personal care home is an OUT-OF-POCKET, PAID placement where patients/families usually use their Social Security income to allow caretakers to meet patient needs in a home where other clients/patients may live. Spaces/rooms may vary. Payments vary by LEVEL OF CARE, INCOME, LOCATION, AND RECOMMENDATION. Patients/families are expected to provide financial information to the care home manager. Patients/families/POA/guardians are expected to have those funds transitioned to the caregiver.

Assisted Living (ALF), Independent, OR Memory Care: Assisted living facilities are an OUT-OF-POCKET, PAID placement where patients/families usually use their Social Security income or other forms of income. Prices and availability may vary based on LEVEL OF CARE, INCOME, LOCATION, AND RECOMMENDATION. Patients/families/POA/guardians are expected to work alongside ALFs to ensure needs are met for the patient. Patients/families/POA/guardians are expected to have those funds transitioned to the caregiver. These usually range from \$4,000+.

Skilled Nursing Facility (SNF): SNFs are usually recommended based on LEVEL OF CARE AND SUPERVISION. Patients that meet MEDICAL criteria are recommended for SNF (long or short term). MOST insurance companies will cover stay, which may vary. Patients/families/POA/guardians are expected to work alongside SNFs to ensure all financial information is provided to the SNF.

SilverCare gives you an opportunity to choose THREE locations/areas/preferred facilities to send referrals and accept a bed offer. Your care team will notify and update you (and ONE family member) of your bed offer.

Your social worker will work with the DNP/psychiatrist to determine the best plan based on the patient's needs.

DISCHARGE, CONTD.

You (and your family) are responsible for:

- Choosing your preferred location from any of the accepting/bed offers
- Research facilities to obtain additional information and visiting/touring, if desired
- Accepting the FIRST available bed offered, PRIOR to your psychiatrist placing
- DISCHARGE ORDER to secure a smooth transition

Every effort will be made to transition you to the placement of YOUR choice. However, first preferential locations is NOT guaranteed. You may be placed on a waiting list and transferred to your facility of choice at a later date (once accepted and a bed becomes available).

Note: It is very important to begin steps towards placement as soon as possible. The longer you wait to discuss and research placement options, the less likely that your preferred location will be available at the time that your DISCHARGE ORDER is written.

Risk of continued payment (for hospital coverage): You may risk discontinuance of payment for your hospital stay if you are determined (by your psychiatrist and NP) to be stabilized for discharge and you decline an available facility. IF THIS HAPPENS, YOU MAY BE FINANCIALLY RESPONSIBLE for any additional days that you (or your loved one) remain in the hospital.

Non-emergent transportation: If you need insurance-specific criteria, your social worker will work with you to arrange a time, as well as medically appropriate method (i.e. stretcher, wheelchair).

Your Social Worker is: _____
and can be reached at: _____

We look forward to working with you to ensure that all of your questions are answered. Our goal is to provide crisis stabilization so that you or your loved one may be discharged to a safe environment and continue with outpatient recommendations with a smooth transition from SilverCare. Please contact your social worker to discuss any questions or concerns.

PATIENT RIGHTS

While you are receiving inpatient services, your rights include, but are not limited to, the following list. Your rights may be restricted if your actions would be harmful to you or others.

- Having your health and safety protected while receiving inpatient services
- Prompt and confidential services in the least restrictive environment available
- Being treated with respect and dignity
- Receiving treatment without regard to race, sex, or age
- Taking part in planning your own treatment and knowing the benefits, risks, and/or side effects of all medications and treatment alternatives
- Knowing the cost of your treatment and your responsibility for payment
- Being free of restraints or seclusion, except as a last resort for safety
- Being free of mental, physical, sexual, or verbal abuse and free of neglect or exploitation
- Pursuing employment, education and religious expression
- Seeing or refusing to see visitors; making and receiving telephone calls
- Receiving and sending mail except under certain conditions
- Participating in social, religious, and community activities of your choice
- Keeping or having access to your own money and personal effects, with limitations for safety, and wearing your own clothes
- Accessing free interpretation services as needed
- Consulting your own physician or attorney; filing a complaint
- Being free from discrimination and retaliation due to any complaint or report made

PATIENT COMPLAINTS

You have the right to make a complaint and to be told how to contact people who can help you. These people and their addresses and phone numbers are listed on this page.

UPSON REGIONAL MEDICAL CENTER

Customer Representative: 706-647-8111 ext. 1344

You may ALSO talk to someone outside of the hospital by contacting the numbers below.

DNV GL HEALTHCARE

Address:

400 Techne Center Drive
Suite 100
Milford, Ohio 45150

Phone: 866-496-9647

Fax: 513-947-1250

Website: dnvhealthcareportal.com/patient-complaint-report

DBHDD REGIONAL OFFICE

Address:

Department of Community Health
Healthcare Facility Regulation
2 Peachtree St. NW, 31st Floor
Atlanta, GA 30303

Phone: 404-657-5726, 404-657-5728 or
1-800-878-6442

DEPARTMENT OF BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITIES

Address:

2 Peachtree St. NW, 24nd Floor
Atlanta, GA 30303

Phone: 404-657-2252

Constituent Services: 404-657-5964 or 888-785-6954

COMPLAINTS, CONTD.

GEORGIA ADVOCACY OFFICE IN ATLANTA

Address:

1 West Court Square #625
Decatur, GA 30030

Phone: 404-885-1234 or 1-800-537-2329

Fax: 404-378-0031

Email: info@thegao.org

GOVERNOR'S OFFICE OF DISABILITY SERVICES OMBUDSMAN

Address:

7 Martin Luther King, Jr., Drive, SW
4th Floor, Suite 443
Atlanta, GA 30334

Phone: 404-656-4261 or 1-866-424-7577

Website: dso.georgia.gov

Email: odso@georgia.gov

KEPRO BENEFICIARY & FAMILY CENTERED CARE IMPROVEMENT PROGRAM (MEDICARE PATIENTS)

Beneficiary Complaints Helpline: 888-317-0751

TTY: 855-843-4776

Quality of Care Complaint Form (English): <https://www.cms.gov/Medicare/CMS-Forms/cms-Forms/downloads/cms10287.pdf>

Quality of Care Complaint Form (Spanish): <https://www.cms.gov/Medicare/CMS-Forms/cms-Forms/downloads/cms10287sp.pdf>

Complete the form online and fax or mail to:

Mail: Attention: Beneficiary Complaints
5201 West Kennedy Boulevard, Suite 900
Tampa, Florida 33609

Fax: 833-868-4058

SCHEDULE

Times	Monday	Tuesday
6:15 AM - 7:15 AM	Wake Up/Hygiene	Wake Up/Hygiene
7:15 AM - 7:45 AM	Vitals/BS Checks	Vitals/BS Checks
7:45 AM - 9:00 AM	Breakfast	Breakfast
9:00 AM - 9:45 AM	Therapeutic Activity TV Off	Therapeutic Activity TV Off
9:45 AM - 10:15 AM	Snacks	Snacks
10:15 AM - 11:00 AM	Community Group/ Activity - TV Off	Community Group/ Activity - TV Off
11:00 AM - 12:00 PM	Free Time/Treatment Team	1:1 Therapy SW
12:00 PM - 1:00 PM	Lunch	Lunch
1:00 PM - 2:00 PM	Therapeutic Activity/ Snack - TV Off	Group Counseling-SW Led/Snack
2:00 PM - 4:00 PM	Quiet & Phone Time/ Visitation - TV Off	Quiet & Phone Time/ Visitation - TV Off
4:30 PM - 5:30 PM	Dinner	Dinner
5:30 PM - 6:00 PM	Personal Reflection/ Journaling	Personal Reflection/ Journaling
6:00 PM - 8:00 PM	Visitation - Vital Signs Snacks	Visitation - Vital Signs Snacks
8:00 PM - 9:00 PM	Relaxation Group TV Off	Relaxation Group TV Off
9:00 PM - 10:00 PM	Nighttime Hygiene	Nighttime Hygiene
10:00 PM	Lights Out	Lights Out

SCHEDULE, CONTD.

Wednesday	Thursday	Friday
Wake Up/Hygiene	Wake Up/Hygiene	Wake Up/Hygiene
Vitals/BS Checks	Vitals/BS Checks	Vitals/BS Checks
Breakfast	Breakfast	Breakfast
Therapeutic Activity TV Off	Therapeutic Activity TV Off	Therapeutic Activity TV Off
Snacks	Snacks	Snacks
Community Group/ Activity - TV Off	Community Group/ Activity - TV Off	Community Group/ Activity - TV Off
Free Time/Treatment Team	1:1 Therapy SW	Free Time/Treatment Team
Lunch	Lunch	Lunch
Therapeutic Activity/ Snack - TV Off	Group Counseling-SW Led/Snack	Therapeutic Activity/ Snack - TV Off
Quiet & Phone Time/ Visitation - TV Off	Quiet & Phone Time/ Visitation - TV Off	Quiet & Phone Time/ Visitation - TV Off
Dinner	Dinner	Dinner
Personal Reflection/ Journaling	Personal Reflection/ Journaling	Personal Reflection/ Journaling
Visitation - Vital Signs Snacks	Visitation - Vital Signs Snacks	Visitation - Vital Signs Snacks
Relaxation Group TV Off	Relaxation Group TV Off	Relaxation Group TV Off
Nighttime Hygiene	Nighttime Hygiene	Nighttime Hygiene
Lights Out	Lights Out	Lights Out

ACCESSING YOUR CARE

PATIENT PORTAL

The Patient Portal is a convenient, secure online tool providing 24-hour access to your health information from your computer or mobile device. With the Patient Portal, you can access your medical history, send a message to your provider, and view upcoming appointments.

You will receive instructions for how to access the portal before you are released from the hospital. If you encounter any issues, please contact the Medical Records Department at 706-647-8111, extension 1151.

MEDICAL RECORDS

We are committed to patient privacy and confidentiality. For your convenience, you may request and obtain a copy of your medical records by visiting our Release of Information Office, which is located on the ground floor of the hospital. You may come by the office or call (706) 647-8111, extension 1191 or 1328.

Our hours of operation are Monday through Friday from 8:30 a.m. until 4:30 p.m. Please contact us to learn about the documents required and approved sources for identity verification, or visit us at urmc.org. A minimal fee may apply for record release.



STAFF RECOGNITION

We pride ourselves on our highly-trained, professional, and friendly team members. We welcome your comments about our team during Leader Rounding, Discharge Phone Calls, and Patient Experience Surveys. We use patient feedback to reward our staff through programs like the DAISY Award, Sunflower Award, and the LILY Award. Please let us know if you would like a paper nomination form, or you can scan the QR codes below to share comments about any one of our excellent team members.



THE DAISY AWARD

The DAISY Award is an international program sponsored through The DAISY Foundation that honors the compassionate care of extraordinary nurses.



THE SUNFLOWER AWARD

The Sunflower Award celebrates the incredible work of technicians, social workers, counselors, respiratory staff, pharmacy staff, and physical therapists.



THE LILY AWARD

The LILY Award recognizes the outstanding work of all non-clinical staff including—but not limited to—dietary, housekeeping/laundry, and security.



NOTES

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NOTES, CONTD.

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Thank You

for allowing us to serve your healthcare needs.



SilverCare
at Upson Regional Medical Center



urmc.org



(706) 647-8111



801 W. Gordon St.
Thomaston, GA 30286



@UpsonRegionalMedicalCenter



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