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News **Medical Malpractice**

Fulton Jury Returns $4M Verdict Over Infected Finger

An Atlanta litigator and a licensed Georgia state senator convinced a Fulton County State Court jury to award a $4 million medical-malpractice verdict to a client permanently injured after a 2016 hand surgery.

October 22, 2026 at 11:42 AM By **Cedra Mayfield**



Thomas Reynolds of Reynolds Law Group (left) and state Sen. Randal Mangham, District 55, and of the Law offices of Randal Alonzo Mangham. Courtesy photos

What You Need to Know

- Fulton County State Court jury returns $4 million medical-malpractice verdict after hand surgery complications leave plaintiff with permanent injury.
- Seven-figure outcome achieved by collaborating plaintiff counsel with Reynolds Law Group and Law offices of Randal Alonzo Mangham.
- Hall Booth Smith defense counsel represented defendants Dr. Samuel H. Payne and Georgia Hand, Shoulder & Elbow.

An Atlanta litigator and a licensed Georgia state senator convinced a Fulton County State Court jury to award a $4 million medical-malpractice verdict to a client permanently injured after a 2016 hand surgery.

Reynolds Law Group partner Thomas Reynolds and Georgia Sen. Randal Mangham, a Democrat representing parts of DeKalb and Gwinnett counties, achieved the outcome opposite defense counsel with Hall Booth Smith.

The plaintiff duo now credits the seven-figure verdict, in part, to its ability to convince jurors of the defendant physician's repeated failure to respond to the plaintiff's complaints after failing to diagnose her Complex Regional Pain Syndrome, commonly referred to as CRPS.

"Knowing that a vast majority of medical-malpractice cases result in defense verdicts and knowing that we had people in the healthcare profession on the jury, it made the liability verdict more meaningful to us," Reynolds told Law.com.

'The Accepted Standard of Care'

Reynolds and Mangham partnered to represent Pamela Williams after taking over the medical-malpractice case from Greg T. Bailey of Greg T. Bailey & Associates Inc. in Douglasville.

Bailey filed the initial complaint on Williams' behalf against Dr. Samuel H. Payne and Georgia Hand, Shoulder & Elbow in Fulton County State Court in December 2018.

Per the complaint, Williams underwent surgery two years prior to release trigger fingers in her left hand.

However, following the procedure, plaintiff counsel alleged Williams experienced persistent pain, swelling and an infection in her middle finger.

Plaintiff counsel posited Payne's failure to timely diagnose and treat the infection resulted in it becoming a chronic issue that contributed to stiffness and CRPS.

"Defendant Payne's negligent conduct in deviating from the accepted standard of care, within a reasonable degree of medical certainty, was the sole and proximate cause of Plaintiff's injuries," alleged the plaintiff complaint.

READ: Complaint

Plaintiff counsel backed the assertion with an expert affidavit provided by orthopedic surgeon Dr. Omar David Hussamy. In the affidavit, Hussamy deemed Payne's failure to diagnose the infection in Williams' finger a breach of the standard of care the plaintiff had been owed.

Contending Williams' subsequent injuries impacted her dominant hand, ability to write, earnings and quality of life, plaintiff counsel sought damages, including for past and future medical expenses.

Hall Booth Smith partner Terrell "Chip" W. Benton III and litigator Mathis L. Gales partnered to defend Georgia Hand Shoulder and Elbow LLC and Dr. Samuel Houston Payne but did not respond to a Law.com request for comment about the litigation.



Terrell "Chip" W. Benton III (L) and .Mathis L. Gales (R) of Hall Booth Smith. Courtesy photos

Biggest Hurdle

In a consolidated pre-trial order, defense counsel countered that the medical records didn't support the plaintiff's allegations that Payne failed to adequately treat her infected finger and diagnose CRPS.

Instead, defense counsel highlighted postoperative examinations that allegedly revealed no clinical evidence of infection. Defense counsel's briefing noted Williams' alleged progress in physical therapy, normal nerve testing and conflicting medical opinions regarding the plaintiff's subsequent CRPS diagnosis.

"Ms. Williams sought a second opinion from a physician at Resurgens," defense counsel briefed. "This was an Independent Medical Examination conducted by Frank Joseph, M.D. He obtained an electromyogram to confirm no permanent injuries to Ms. Williams' nerves, the results of which came back normal on August 24, 2017."

READ: Consolidated Pre-Trial Order

With the parties at odds over liability and damages, the dispute advanced to a bifurcated jury trial in Fulton County State Court in September—but not without plaintiff counsel having to overcome discovery obstacles first.

"The biggest litigation hurdle we faced was the late production of critical items. The audit trail for example wasn't provided to us until the a couple weeks before trial, and we were still receiving information regarding 'undeleted' items as the trial was ongoing," Reynolds told Law.com. "Due to the discovery delays—some of which dating back several years—and deletion of items we were able to obtain a spoliation order in our favor."

'25 Different Opportunities'



Fulton County State Court Judge, Myra Dixon.

Gathered before Fulton County State Court Judge Myra Dixon, plaintiff counsel centered their trial strategy on the defendant physician and his employer's repeated negligence.

"We alleged that the negligent failure to diagnosis, treat, or refer continued despite approximately 25 different opportunities during Plaintiff's post-surgery visits at the Defendants' office," Reynolds said.

To help illustrate the missed opportunities to alleviate their client's pain, Reynolds said plaintiff counsel "walk[ed] the jury down the timeline of those visits and how [the defendants] responded, or didn't, to [Williams'] continuous complaints of pain." Doing so enabled plaintiff counsel to make their standard-of-care argument more tangible for the jury while demonstrating how the defendants' alleged failures accumulated over time.

Reynolds revealed to Law.com that plaintiff counsel leveraged AI to help produce the chronologies of Williams' treatment and a timeline of plaintiff counsel's discovery requests.

"It also assisted with sorting through and prioritizing supplemental discovery responses we received while we were focused on trial prep," Reynolds said.

READ: Judges See Promise, Peril as AI Moves Into the Courts

After six days of trial, plaintiff counsel said the jury deliberated for a day before returning an initial verdict finding the defendants liable for Williams' permanent injuries. The jury then returned a second phase verdict awarding the plaintiff $4 million in damages.

Plaintiff counsel applauded the outcome before noting defense counsel never offered to resolve the case and the defendants' insurance carrier "rejected multiple opportunities to settle within policy limits."

READ: Verdict Phase 1 | Verdict Phase 2 | Judgment



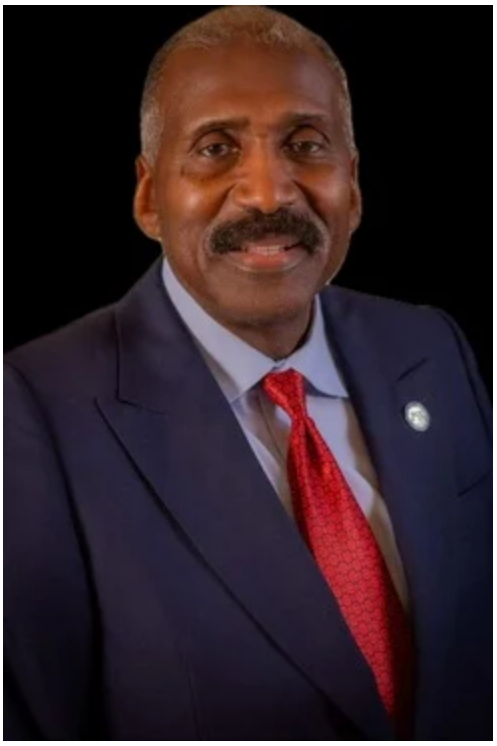
Thomas E. Reynolds, with the Reynolds Law Group. Courtesy photo

Following the trial's conclusion, Reynolds said the jury provided plaintiff counsel with valuable feedback about their motivations to award the seven-figure verdict.

"According to the jury, the missed diagnosis of Complex Regional Pain Syndrome was less important to them than the fact that the defendants saw Ms. Williams suffering in pain for dozens of visits over the course of the seven to 10-month period without getting her the adequate treatment or referrals she needed, leading to a permanent injury," Reynolds said.

According to the plaintiff team, the outcome underscored the value of building a medical-malpractice narrative around a series of documented encounters rather than a single alleged diagnostic error.

"Ms. Williams returned to that office time and again, pleading for relief as her pain increasingly took over her life. Yet, the help she desperately needed never came. This jury heard what others



Senator Randal Mangham, District 55, and of the Law offices of Randal Alonzo Mangham, right. Courtesy photo

failed to hear—and its verdict sends an unmistakable message: When patients speak up about their pain, they deserve to be heard, taken seriously and treated with care," Mangham claimed. "Physicians who ignore those warnings must be held accountable. We are deeply grateful to the jurors for their thoughtful consideration and to Ms. Williams for her extraordinary courage and perseverance throughout this long journey to justice."

However, plaintiff counsel acknowledged that defense counsel "did a good job with what they had."

"Ultimately, the sheer number of visits made to the defendant's office complaining about unaddressed pain was too much to overcome," Reynolds said. "I believe defense counsel's plea for moderation and fairness to both sides during the damage phase helped [the] defendant's avoid potential for an even larger verdict."

Mangham said defense counsel filed a notice of appeal in the matter.

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