

Mid-Cities Medical Delivery Newsletter

Newsletter August 2019 Volume 13, Issue 9

Holiday Calendar

August 2019

4th Coast Guard Birthday

7th Purple Heart Day

19th Aviation Day

21st Senior Citizens Day

September 2019

2nd Labor Day

1st Monday runs 9-9-19

2nd Monday runs 9-16-19

3rd Monday run 9-23-19

4th Monday runs 9-30-19

18th Airforce Birthday

October 2019

9th Yom Kippur

13th—Navy Birthday

14th Columbus Day

15th White Cane Day

31st - Halloween

Changes in Fire Safe Valves and support products

The Veterans Affairs Medical System mandated the use of Fire Safe Valves for all of their Home Oxygen Patients. As a patient in VISN 17 service area, you have been and using Fire Safe Valves for several years now. However, there are some recent changes by the manufacture that changes what equipment has the Fire Safe Valve. In the past, the valves were designed with a one way flow and were uni-directional. What this means is that patient had to be a continual flow patient and the device could only work one direction pointing from the machine to the patient. A couple of years ago, the manufacturer updated the design to include a bi-directional flow, this meant that it didn't matter what way the valve was installed it would work from the machine toward the patient or the patient toward the machine. This change now means that both continual flow and pulse dose patients can use the Fire Safe Valve. Per the VA, each patient in VISN 17 is to have 2 per oxygen device. This means you concentrators, regulators or traveling portable concentrators. Patients will be getting the cannula noses piece, Fire Valve and extension tubing. All in one will not meet the national standard of two valves, one at patient and one at machine. Supplies will be updated starting in August.

Important Health Numbers

Emergency

Dial 9-1-1

Non-Emergency or down equipment: **1-888-450-6676** or **972-641-7445**

Veterans Crisis Line:

Don't suffer in silence. Speak with someone that can help you or a family member. We care.

1-800-273-8255, Text 838255 or Confidential-chat@VeteransCrisisLine.net

Report Abuse:

Break the silence. 1-800-252-5400 If you are being abused, suspect abuse or have witnessed some one being abused; please call.

“You Can Quit”

If you want to quit smoking, call: 1-800-QUIT-NOW or 1-800-784-8669
Www.smokefree.gov or www.betobaccofree.gov

These websites offer help and support to help you live a smoke free life.

Texas Emergency Preparedness phone information line. **Dial 2-1-1**



“Freedom isn’t free. We will remember all those that have given their lives for our country. Thank you for your service.”



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Ask the Office...

Do you have a question or idea you would like to ask or share? If so, you can reach us at the following:

Toll free Phone Number:

1-888-450-6676 or 972-641-7445

Webpage:

www.Mid-CitiesMedical.com

Email:

vaservices@homepoint-dme.com

Facebook:

Mid-Cities Home Medical Delivery Service LLC

“My driver has been checking my back-up. This last week he told me that it was low and I needed to refill it. Why does it matter how full my back-up tank is?”

Emergencies can happen at any time and for a lot of different reasons. Power outages can occur for a lot of different reasons. The best way to protect yourself from no oxygen back-up or little oxygen back-up by maintaining your tank for emergency purposes.

Through the years we have heard a lot of different stories from a squirrel chewing on transformer wires to bus crashing into poles or Texas weather. Here are some things that you can do to be prepared for those unexpected events.

- ⇒ Have a plan. A good plan helps you to know what to do when the unexpected happens.
- ⇒ Make sure you have emergency back-up oxygen. This can take on multiple forms: A back-up house generator, a pre-filled compressed oxygen tank or a refillable tank that is specifically set aside for an emergency with a red collar.
- ⇒ Get on your back-up oxygen before moving around the house. You do not want to compound the event with injuries from passing out.
- ⇒ Call your power company to report the outage. Then call us to let us know how much oxygen you have in the home and how long they before restoration. 1-888-450-6676 or 972-641-7445. Having a well maintained and practiced plan will help when emergencies happen.

Speak Up™ To Prevent Falls



Article published by The Joint Commission
Take care of your health

- Exercise regularly. It builds strength and some exercises can improve your balance.
- Prevent dehydration. It can affect your balance.
- Have your vision checked.
- If your medicine leaves you drowsy, dizzy, weak or confused, tell your doctor. Ask how to reduce these side effects or if you can take another medicine.

Take extra precautions

- Turn on the lights when you enter a room. Do not walk in the dark.
- Make sure your pathway is clear.
- Use the handrails on staircases.
- Sit in chairs that do not move and have arm rests to help you sit down and stand up.
- Wear shoes that have firm, flat, non-slip soles.
- Do not wear shoes that do not have backs on them.
- Replace the rubber tips on canes and walkers when they become worn.

Make small changes to your home

- Install timers, “clap-on” or motion sensors on your lights.
- Declutter regular pathways, such as to the bathroom and in poorly lit areas.
- Use night lights in your bedroom, bathroom and the hallway.
- Remove rugs that can slip. Rubber mats are a good replacement.
- Put frequently used items in easy-to-reach places that do not require using a step stool.
- Make sure it is easy to get in and out of your bed.
- Apply non-slip treads on stairs.
- Apply decals or waterproof, non-slip mats in the bathtub and shower.
- Install grab bars near the toilet and the bathtub or shower.
- A home care agency, personal care and support agency, or community program may be able to help make changes to your home if you live alone and need help.

Ask for help in the hospital or nursing home

- Always use your call button to ask for help getting out of bed. It’s for your safety. You may be weaker than you realize.
- Pay attention to what your doctors or nurses tell you about your risk of falling. A fall can mean a longer hospital stay. Also, injuries from a fall can affect your health for the rest of your life.
- Tell your doctor or nurse if your medicine makes you sleepy, light-headed, dizzy, sluggish, unbalanced or confused.
- Do not feel embarrassed asking for help going to the toilet. You will need extra help until you get stronger.
- Wear non-slip socks or footwear.

⇒ Lower the height of the bed and the side rails.

UltraFill Tank Recertification are coming due

If you are an UltraFill Patient, your drivers could be asking for your tanks and replacing them with newer ones. Many of the VA hospitals have been using the UltraFill system for five years or longer. Because of this, oxygen tanks are required by law to be recertified for safety pressure testing. These test require that tanks be pulled from the home and sent off for testing. To help make this collections of tanks due for testing effective, please remember to keep all of your tanks together. This will allow the Technicians to come in, check the serial numbers, pull the tanks that they are looking for and replace them quickly. Patients having to hunt incorrectly stored tanks will slow down serve for themselves and their fellow veterans . Your assistance is greatly appreciated as this process takes place over then next several months.



Don't let your pet risk your care

A lot of us are pet owners. Pets serve a wide variety of uses; companionship, support, love and company. We love our pets and they love us. It is because our pets love us that some feel the need to be overly protective.

What do you need to do, as a patient, if you have a pet that is overprotective?

- Notify our office at 1-888-450-6676.
- Discuss your pet's issue. Are they triggered by males in baseball hats? He doesn't like anyone beside the family. Whatever the issue, help us to understand.
- We can put special notes on your file. "Pet doesn't like hats." or "Call 15 minutes out so dog can be secured. **Dog bites**."
- Prevention is the best course of action. We want to protect your pet as well as our staff. No one wants to be bitten.

What happens if our staff member is bitten?

- You must provide us with the pet's current shot records. You can have your vet fax them to us.
- Some cities and counties have a vicious animal law. If that is the case, we must report the bite.

* This report could require you to pay for an animal control service in-shelter quarantine period.

* It may require a mandatory in home quarantine period and subsequent veterinary follow-up report. That report would then be sent to us and the animal control office.

* Your pet will be on a vicious animal watch list. In some cities, if your pet bites multiple times or if the attack is severe enough, your pet could be confiscated and put down.

- As the owner, you are responsible for all the medical bills, lost wages and pain and suffering of the Technician should they file charges.
- As part of the Rights and Responsibility Agreement with the VA Home Oxygen Program, patients are required to help assure our safety while we are overseeing your care. An attack, could be deemed negligent and cause your service to be terminated.

No one wants your care to be interrupted, your pet taken from you or a Technician injured. With a little bit of preventative action, we can make sure all of the those involved with you and your care are safe for years to come. Let's protect each other.



CHANGES IN THE OFFICE TO BETTER SERVE YOU.

Over the last year, we have done a lot behind the scenes to help improve the care and service of our patients.

- ⇒ We have expanded our staff. We have hired more Technicians to assure we can spend quality time caring for our patients.
- ⇒ We have setup new departments to help assure your specific order is handled correctly from doctor's fax to delivery.
- ⇒ We have reduced the number of patients per route day. To assure safety training and education remain our highest priority.
- ⇒ We have increased employee training meetings to assure staff is fully trained and understand the company's goal for quality patient care and service.
- ⇒ We are adding to our electronic and social media platforms to encourage patient education, information and interactions.



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ACCIDENT	HOSPITAL
ACUTE	INJURY
AILMENT	LIFTING
BACKACHE	NEGLECT
BURNS	PRESSURE
CHECKED	PROTECTION
COLLEAGUE	SAFETY
COMPLACENT	SLIPS
EXTINGUISHER	STRESS
FALLING	SUPERVISION
HEALTH	TRAINING
HEIGHT	TRIPS

Health and Safety (Donated puzzle and may contain spelling errors)

N	I	G	S	C	I	L	L	N	F	R	L	I	O	L	I
T	S	F	R	P	P	T	R	X	Y	P	E	I	T	E	A
A	P	A	E	T	I	T	N	I	H	T	N	H	I	H	N
P	I	L	C	K	C	L	E	O	A	J	O	R	C	E	T
N	R	L	O	P	R	E	S	S	U	R	E	P	G	A	A
L	T	I	M	A	T	P	L	R	A	H	G	N	U	L	E
I	A	N	P	E	I	I	Y	G	S	F	C	O	C	T	A
F	P	G	L	T	N	L	G	I	E	H	E	I	G	H	T
T	E	O	A	N	C	T	U	T	L	N	T	T	X	L	E
I	I	L	C	E	U	G	A	E	L	L	O	C	Y	S	I
N	S	U	E	D	N	O	I	S	I	V	R	E	P	U	S
G	N	I	N	I	A	R	T	N	A	C	U	T	E	S	Y
N	R	C	T	C	H	E	C	K	E	D	I	O	E	N	T
E	S	X	O	C	N	N	S	T	S	N	C	R	T	R	R
C	E	H	C	A	K	C	A	B	M	I	T	P	E	U	E
N	L	L	E	T	P	E	S	C	H	S	R	R	A	B	N



Allrecipes.com

Ingredients:

- 2 3/4 cups rolled oats
- 1/2 cup slivered almonds
- 1/2 cup dried cranberries
- 1/2 cup chopped dried apricots
- 1/3 cup chopped walnuts
- 1/3 cup golden raisins
- 1/2 cup honey
- 1/3 cup butter, melted

Directions:

Preheat oven to 315 degrees (157 C)

Line a baking sheet with parchment paper or aluminum foil.

Stir oats, almonds, cranberries, apricots, walnuts and raisins together in a bowl.

Whisk honey and butter together in a bowl

Drizzle honey mixture over the oat mixture to coat.

Spread oat mixture onto parchment a single layer on the baking sheet.

Bake until lightly brown, 20-25 minutes, cool and break into pieces.