

Mid-Cities Medical Delivery Newsletter

Newsletter September 2019 Volume 13, Issue 10

Holiday Calendar

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

November 2019

3Rd Daylight Savings End—Fall

back 1 hours

10Th Marine Corp Birthday

11th Veterans Day

28th Thanksgiving—Office Closed

29th Office Closed

1st Thursday runs 10-31-19

2nd Thursday runs 11-7-19

Third Thursday runs 11-14-19

Fourth Thursday runs 11-21-19

December 2019

7th Pearl Harbor Day

13th National Guard Birthday

21st Winter Solstice

23rd Hanukkah

25th Christmas Day— Office Closed

Fourth Wednesday runs 12-31-19

31st—New Years Eve Day

January 2020

1st New Year's Day Office Closed

Important Health Numbers

Emergency Dial 911

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.”



shutterstock - 141743005

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

“I have noticed that my doctor, at the VA, seems to be really focused on smoking lately. I am not a smoker. Could there be another reason why they are focusing so much energy on those questions now?”

Sadly, the hospitals are seeing an increase of burn patients due to smoking on oxygen this quarter. This has not been limited to just one hospital area. This increase is patient injuries cause doctors and staff to ask more questions and seeking clarity. It is really important that oxygen patients understand the true dangers that smoking and other fire hazards pose. It is not always smoking that causes the fire or injury. One patient was blowing out a candle in his bedroom. It caught his oxygen tubing on fire. These small “everyday” items can pose a big risk.

Smoking/Vaping Pen

Oven/stove/cooking

Barbeques and grills

Grinding/Sparkling tools

Candles

Heaters

Water heaters

Flag Retirement Ceremony

Other at risk activities that could cause a spark or flame around patients.

To help you better understand that VA’s Fire Reduction Risk practice please read page 3 article about Fire Safety Valves.

Changes in Fire Safe Valves and support products

The Veterans Affairs Medical System in Washington D.C. 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. However, there are some recent changes, by the manufacturer, that changes what equipment has the Fire Safe Valves.

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 means that both continual flow and pulse dose patients can use the Fire Safe Valve.

Per the Washington DC VA requirement, each patient in VISN 17 is to have 2 Fire Safety Valves per oxygen device. This means your 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. The purpose is to get the Fire Safety Valve as close to the patient and to the equipment as possible to stop the flow of oxygen and cutting off the additional flow "feeding" of the flame.

In the past, we have spoken about how oxygen in and of itself is not dangerous. You can have a candle flame in a normal open room without much risk. However, when you take that same candle, put it in a room where oxygen is in use and allow a patient wearing their oxygen to blow out that candle you can get a flash fire. The additional oxygen causes the flame to burn hotter and faster then it would normally. That is why the Fire Safety Valves were created; to help oxygen patients cut down on the injuries to themselves and the damage to their property from this unexpected fire.

Fire Safety Valves should never be your only source of safety protection. You should always be aware of your surroundings. You should avoid smoking and other fire hazards whenever you are wearing your oxygen. If you must engage in a fire hazard activity, do not wear your oxygen while activity participating. Practice 10x15 rule whenever possible. Take off your oxygen, wait 10 minutes before working with a fire hazard and move 15 feet from you oxygen. If you are unable to go without oxygen for that long, seek assistance from other family members or your community of friends to help you instead of performance the fire hazard yourself. Protecting yourself and those around you is very important.

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 or tested 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 tests 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 service 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.



Ghost Movies (Donated puzzle and may contain spelling errors)

- Annebelle
 - Beetle juice
 - Candyman
 - Dead Shack
 - Ghost Ship
 - Gothika

 - House
 - House of Ushers
 - Housebound
 - I Remember You
 - Insidious
 - Last Shift
 - Mirrors
 - Monster House
 - Paranormal Activity
 - Poltergeist
 - Rosemarys Baby
 - Scooby Doo
 - Stir of Echoes
- The Amityville Horror
 - The Changeling
 - The Conjuring
 - The Exorcist
 - The Gate
 - The Grudge
 - The Haunted Mansion
 - The Haunting
 - The Innkeepers
 - The Omen
 - The Orphanage
 - The Others
 - The Pact
 - The Ring
 - The Skeleton Key
 - The Uninvited
 - The Ward
 - Thirteen ghosts
 - What Lies Beneath

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Beef and Broccoli
Allrecipes.com

Ingredients:

- 1/4 cup all-purpose flour
- 1 (10.5 ounce) can beef broth
- 2 tablespoons white sugar
- 2 tablespoons soy sauce
- 1 pound boneless round steak, cut into bite size pieces
- 1/4 teaspoon chopper fresh ginger root
- 1 clove garlic, minced
- 4 cups chopped fresh broccoli

Directions:

- In a small bowl, combine flour, broth, sugar and soy sauce.
- Stir until sugar and flour dissolve.
- In a large skillet or wok over high heat, cook and stir beef 2 to 4 minutes or until browned.
- Stir in broth mixture, ginger, garlic and broccoli.
- Bring to a boil and then reduce heat.
- Simmer 5 to 10 minutes or until sauce thickens.
- Makes 4 serving.
- Serve with rice or noodles