



Holiday Calendar



February 2021

14th Valentines Day

15th Presidents' Day - Office Closed

1st Tuesday runs on 1-26-21

2nd Tuesday runs on 2-2-21

3rd Tuesday runs on 2-9-21

3rd Monday runs on 2-16-21

4th Tuesday run on 2-23-21

March 2021



2nd - Texas Independence Day

14th Daylight Saving Time Begins.

- Remember to move you clocks forward 1 hour.
- Remember to change the batteries in your smoke detectors

17th St. Patrick's Day

29th - National Vietnam War Veterans Day

31st Cesar Chavez Day

April 2021



4th Easter Sunday

15th Tax Day

21st Administrative Professionals Day

Trouble Shooting and UltraFill System and Concentrators

Broken or alarming equipment can be a little scary or upsetting. Suddenly, the equipment that you count on is not working correctly. Always get on your back-up tanks and then you can try these things before you call the office.

- 1) Make sure your equipment is plugged directly into a grounded wall outlet that is not controlled by a light switch. Power strips can trip and cause alarms. If your machine has a reset button, turn off the machine, press it and restart the concentrator.
- 2) Check your supplies for leaks, snug connection or cross threaded fittings. Each of these can cause alarms.
- 3) For UltraFill systems, a low pressure alarm can mean the units are not connected or your tank is not closed. Take a moment to double check that the connect is snug on both machines. Put your wrench on the tank valve and turn it to the right. This will make sure that the tank is closed.
- 4) Always let your concentrator "warm up" before you start trying to fill your tanks. Letting the concentrator run for five minutes helps raise the purity levels. If that fails; call us at 1-888-450-6676

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 or 988,

Text: 838255 or

Confidentialchat@VeteransCrisisLine.net

Report Abuse:

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

"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

Email: CS@Mid-CitiesMedical.com

Facebook: Mid-Cities Medical

Webpage: www.Mid-CitiesMedical.com

“My driver told me that with the new computer system that routes would be run according to the map. What does that mean?”

In the middle of 2020, Mid-Cities upgraded their computer software. This upgrade allowed us to better protect Patient Health Information. It also gave us the ability to route patients in the “best routing path”. This function allows us to put patients in order for the smoothest delivery cycle possible. It also allows us to provide estimated times of arrival on the day of the delivery. Some patients were used to specifying windows of delivery. This new program doesn’t allow for multiple exceptions to the routing format. Therefore, Technicians have been told to advise patients that their route day times may change in the future.

“I recently called your main line and spoke with a man in Routing. I told him that I had not been called or seen for a couple of months. I wanted to know why I was being missed. After speaking for a few moments, he verified my phone number. The number in the computer was different then what number. I did have it changed. I thought the VA would notify you. Do they not do that?” Unfortunately, the VA only notifies us of address or phone number changes when they write new orders or send over changes. It is important that if any of your contact information changes that you call us directly at 1-888-450-6676.



We want to know!

Do you love your Customer Service Representative or Driver -Technician?

Do you think an employee could be coached on a product or job duty?

Did an interaction with a team member “Wow” you or was just “Less than wonderful”?



The Good



The Bad



The Okay



The Amazing

Write us an email at: CS@Mid-citiesMedical.com

Want to place an order? Orders@Mid-citiesMedical.com

Via our Website:

New Patient Survey: [HTTP://Mid-CitiesMedical.com/survey](http://Mid-CitiesMedical.com/survey)

Feedback, Complaint or Praise: <https://www.mid-citiesmedical.com/contact>

Social Media:

- Website – <http://www.mid-citiesmedical.com>
- Facebook – <https://www.facebook.com/midcitiesmedical>
- Twitter – <https://twitter.com/midcitiesmed>
- LinkedIn – <https://www.linkedin.com/company/mid-citiesmedical>

For product videos check us out on: YouTube – <http://tinyurl.com/y6spr9oe>

Business Response Address:

Mid-Cities Medical, 3017 Red Hawk Drive, Grand Prairie, TX 75052

A Day at the Zoo *armoredpenguin.com (Donated puzzle and may contain spelling errors)

Bears	Curious	Signs
Happy	Penguins	Fast
Tusks	Concession	Sleeping
Bushes	Directions	Fence
Hibernate	Place	Spots
Water	Train Ride	Flippers
Cave	Diving	Stripes
Igloo	Left	Fun
Zebra	Dolphins	Swimming
Children	Right	Giraffes
Leaves	Drinking	Trees
Zoo	Running	Grass
Climbing	Eating	Trunk
Monkeys	Seals	
Garden	Elephants	

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



Simple Baked Eggs

Courtesy of Allrecipes.com

Ingredients:

- 3 Eggs
- 1/4 cup milk
- 1 tablespoon heavy cream
- 1 slice bacon, thinly chopped (optional)
- Salt and pepper to taste
- 4 slices of bread
- 1 tablespoon butter or to taste

Directions:

- Preheat the oven to 350 degrees
- Whisk together eggs, milk and heavy cream in bowl until well combined.
- Place 1/2 the bacon into each prepared ramekin. Pour 1/2 of the egg mixture into each ramekin. Season with salt and pepper
- Bake in the oven until domed on top, golden, and baked through about 25 minutes
- While eggs bake, toast bread slices in toaster, cut into strips, spread with butter, and serve with the eggs.