



## Holiday Calendar



**Memorial Day** **May 2021**  
*Never Forget  
Ever Honor* 5th Cinco de Mayo

- 6th National Nurses Day & National Day of Prayer
- 7th Military Spouse Day
- 9th Mother's Day
- 15th Armed Forces Day
- 22nd National Maritime Day
- 31 Memorial Day—Office Closed

### June 2021



- 6th D- Day
- 14th Army Birthday
- 14th Flag Day
- 19th Emancipation Day
- 20th Father's Day
- 20th American Eagle Day
- 20th Summer Solstice



### July 2021

- 4th - Independence Day. Office will be closed on July 5th.
- 1st Monday will run 6-30-21
- 25th Parents' Day
- 27th National Korean War Veterans Armistice Day



## Trip & Fall Hazards

None of us like to admit it but tripping and falling happens to the best of us. Sometimes we fall over something that we knew we should have just picked up, sometimes it's over our own two feet, and sometimes it's because of medical conditions. Age and medications can increase the risks of falling. To help prevent those some of those risk her are a few things that you can do to help keep yourself safe.

1. Keep objects picked up from off the floor.
2. Clean up spills when they happen.
3. If you have area rugs throw rugs, or bathmats make sure they have a non-slip backing to help secure them from sliding under foot.
4. Do not use power cords or other items across doorways, hallways and walkways. They can get tangled underfoot and are a hazard.
5. If you are taking new medication, read the side effects and monitor your reactions. Allow additional time for getting up or moving until you know how your body is going to react.
6. Use your medical equipment. Do not be ashamed to uses walkers,

## 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](mailto: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](http://www.smokefree.gov) or

[www.betobaccofree.gov](http://www.betobaccofree.gov)

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

**Texas Emergency Preparedness phone information line.**



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



### **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](mailto:CS@Mid-CitiesMedical.com)

**Facebook:** Mid-Cities Medical

***“When I call into the office and want to give a Technician a praise, do you really take that seriously?”***

Absolutely. We are serious about “World Class Customer Service” and how we treat our patients. When you take the time to call into our Corporate office, we do not put you to some voicemail to leave a message for someone that might play them back in the future. We have a real person take your call. We have special notes just for patient feedback. When the staff finish your call, they then share that with the Technician’s Manager and the Executive Team. His leadership reviews the comments; good or bad and provides appropriate feedback. If you told us, he did a great job, we are going to tell him the same. If you tell us, he was not properly stocked on his van. His Supervisor is going to monitor the way he loads his vehicles and makes sure that he is loading it so that won’t be an issue next time. And we share your comments with the VA Medical Centers every month. We want the VA Medical Center Staff to know that we are serious about patient care and that means being transparent with the good and the bad. We know each encounter is a chance to do better. Your feedback helps us to know how well we are doing. Thank you for calling, emailing, or going to our website to let us know how we are doing. We are grateful.

***“I am hearing about changes in the Home Oxygen Program is that true?”***

While that is a broad question, yes. There have been changes to the National guidelines for Home Oxygen and its qualifications. While it is not clear who exactly these changes will effect, it is

## JOINT COMMISSION TOPIC OF THE MONTH

### **Emergency Contact:**

An Emergency Contact is not just someone doctors make you write down on paperwork. This person is your representative should information be needed about you or contacted for you. Some patients think it is not important information to give their medical company. "You guys are just my Oxygen Company. You are not my doctor." That is true but here is something that is also true, every year we come across patients needing assistance. They have fallen and can't get up. They have passed out and are found lying on the floor. They have been in a the middle of a medical emergency and are unable to respond. They have even passed away and our Technicians have found them. Having an emergency contact for you is important so that we can reach out to your family, friend or Medical Power of Attorney to let them know what is happening with you and that we have called 9-1-1 on your behalf. You are not alone. We are there but they must come immediately. You have to right to refuse to provide an Emergency Contact. However,

## TANK STORAGE

### **Tank Storage**

As an oxygen patient, there are some basic things to remember when it comes to your oxygen tanks.

- 1) Always keep your oxygen tanks stored together.
- 2) Always keep oxygen away from heat sources like ovens, fireplaces, heaters, water heaters and other hot surfaces.
- 3) Always give tanks plenty of room to breathe.
- 4) Keep tanks stored in storages racks, carts, stands, or holders.
- 5) Never hide tanks under furniture.

Remember: Tank safety starts with you. Be sure to practice safe Oxygen Tank tips.

## Travel Season is Coming

It won't be long before the Summer travel season is upon us. If you are wanting to travel this Summer there are a few things to remember.

- 1) All travel requests must be processed through the Respiratory Department at your VA Medical Center.
- 2) To place a travel order you will need the following information to give to you VA Home Oxygen Coordinator. What are your travel dates?, Where are you going?, and How are you getting there; train, plane, bus, personal vehicle? Note: If flying, you will need to know the total flying time including layovers.
- 3) The VA Hospital decides approvals or denials. In most cases, it is a first come, first serve process. However, patients that have already traveled more than twice in the year, may be moved to the bottom of the list of Veterans who have not traveled yet.
- 4) Never wait to the last minute to request a travel order. Patients wishing to travel should contact the VA Medical Center at least one month in advance.
- 5) The patient does not get to specify the type of Portable Concentrator to be provided to them. While the VA and Mid-Cities Medical attempt to use the best possible option for it's traveling population, it is important to remember that Portable Oxygen Concentrators (POC's) are prescribed based upon liter flow and require use. Most smaller units are meant for exercise only, pulse dose output, and at lower liter flow rates. These units are also not recommended for sleep because of their pulse dose output. Continual Flow POC's are larger but are designed for continual use; which includes sleeping over night. The larger POC rolling suitcase size are used for high flow rate and/or continual flow use.
- 6) In some cases, patients may receive a combination of a POC and an End destination setup. This means patients get a POC for travel but a standard tank and concentrator setups at the location they will be staying.
- 7) It is important to know that the VA Medical Center's Home Oxygen Program does not include International Travel. If you are planning an International trip , you will need to find an International Travel Company to help you coordinate that care.
- 8) Coordinating care - Mid-Cities Medical works with your local VA Medical Center and end destination companies to make sure your travel experience is the best that it can be. Once we get your VA approved travel order, we work on locating a local vendor, all of the required paperwork coordination, and then provide you with their contact information.
- 9) When your travel date is approaching, Mid-Cities Medical will bring out your VA authorized POC or equipment. We will train you on the equipment and it's alarms. We will make sure you have the contact information for any end destination care and make sure you have our number in an emergency. All so you can focus on enjoying your trip and not







## 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](mailto:CS@Mid-citiesMedical.com)**

**Want to place an order? [Orders@Mid-citiesMedical.com](mailto: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**

**Main Toll-Free & Emergency Number: 1-888-450-6676**

u	a	h	s	c	p	m	l	v	f	e
m	h	w	s	n	g	s	t	e	s	r
b	d	i	v	i	n	g	l	u	a	d
r	o	s	u	r	f	i	n	g	r	r
e	l	t	s	a	c	d	n	a	s	s
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|------------|-----------|
| bathers    | summer    |
| beach      | sun       |
| diving     | surfboard |
| dolphin    | surfing   |
| fish       | swimming  |
| hot        | towel     |
| ocean      | umbrella  |
| orca       | waves     |
| sandcastle | whales    |

**Chef John's Loco Moco Courtesy**

**Ingredients:**

- 2 4oz. Ground beef patties
- 1 pinch salt and freshly ground black pepper to taste
- 1 pinch cayenne pepper
- For Gravy:
- 1 1/2 cups beef stock
- 4 teaspoons soy sauce
- 1 teaspoon Worcestershire sauce
- 2 drops sesame oil, or to taste
- 2 teaspoons ketchup
- 2 teaspoons white sugar (optional)
- 4 teaspoons cornstarch
- 2 teaspoons unsalted butter, divided
- 2 tablespoons minced green onions,



of Allrecipes.com

**Directions:**

- Season patties with salt, pepper and cayenne.
- Whisk stock, soy sauce, Worcestershire sauce, sesame oil, ketchup, sugar and cornstarch together in a bowl.
- Melt butter in a skillet over medium-high heat. Cook patty in the hot skillet until a browned crust forms on the bottom , about 5 minutes. Flip, toss in green onions and cook the other side until both beef and onions are browned, 4 to 5 minutes more. Remove patty and most of the green onions to a plate.
- Pour in beef stock mixture. Stir until thickened about 2 minutes. Reduce heat to low and reserve until gravy is needed.
- Melt remaining butter in another skillet over medium heat. Add eggs, cook until whites set and yoke runny.