



## Holiday Calendar



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



August 2021

4th Coast Guard Birthday

7th Purple Heart Day

19th National Aviation Day

21st Senior Citizens, Day

## September 2021

6th Labor Day - Office will be closed on September 6th.

## Emergency Contact

Need Help Now?  
Stop and Call:

# 911

We all know to call 9-1-1 when there is an emergency, an accident, or we need help. But who makes that call for you, when or if you can't. That would be your Emergency Contact?

**Why an Emergency Contact is important?** While none of us plan to become ill, pass out, or have medical complications, it can happen to anyone. By having an emergency contact on file, we can alert them to you being in need, notify them if you are transported, and they can arrange to meet you at the hospital.

**Does an Emergency Contact have to be a family member?** No. The Emergency Contact can be anyone that you want to know you are in emergency need and act as a point of contact for you. They are responsible for notifying additional family or friends of your need or condition.

**Is an Emergency Contact the same as a Medical Power of Attorney?** No. They are only a point of contact to alert them to your need for emergency help. They are to coordinate additional points of contact. You may choose to grant them additional responsibilities like making medical decisions but that is different for Emergency Contact

**Is your Emergency Contact on file with us?** If you want to add or change

## 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](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

*“Does your Company really take praise reports and complaints seriously?”*

Absolutely. It is important that patients know that they can tell us both good and bad news. It is important to us that our patients understand that they have Rights and Responsibilities while receiving medical care. One of those rights is the ability to express your concerns and have them heard, evaluated, and seriously considered.

- If a machine is not operating, you have the right to tell us and have it replaced.
- If a product is not operating the way it should, you have the right to seek an alternative product from us. We also have the right to give your feedback to the manufacturer to help them improve that product and make it better for the next time it is manufactured.
- If a Technician or Therapist is disrespectful, you have the right to complain and alert us to the need for additional training for that staff member.
- If a Technician or Therapist is wonderful, you have the right to praise them and make sure we KNOW that they really did a good job for you.

Communication and the ability to hear, process, evaluate, and act upon that information is an important part of take care of our patients. Call or email us any time. We want to hear from you good or bad.

## JOINT COMMISSION TOPIC OF THE MONTH

Fire Safety is part of the Joint Commission's National Patient Safety Goals. It is important that patients understand the importance of the Home Environment and the Fire Safety components.

- No Smoking Signs should be posted at all entrances to the home. This alerts guests and Emergency Medical Staff (EMS) that oxygen is in the home and smoking is prohibited.
- Smoke Detectors and Fire extinguishers play a roll in alerting patients to danger occurring in the home and give them the ability to help suppress it or put it out without calling EMS.
- An Evacuation Plan allows Patients, Caregivers and guests the knowledge they need to access the exits and leave the home quickly in an emergency.
- Fire danger awareness is important and includes; stoves, ovens, appliances with heat sources, candles, open flames, fire places, sparking items and the like can ignite oxygen and tubing. Always be aware of heat and flame risks. Don't let a nice moment turn into an injury.
- If you have to work with a heat source, sparking item or open flame, turn off your oxygen wait 10 minutes for oxygen to dissipate from clothing, fabric, and facial hair before working with that item. If possible, move it outside the home or a minimum of 15 feet away from your oxygen.
- Smoking/Vaping patients in particular should practice this wait and move rule every time they smoke/vape. The 10x15 rule helps to reduce the chances of injury. However, when patients choose to smoke/vape while on their oxygen there is no guarantee that they will not be burned, injured, or even die. Every time a patient refuses to wait and just lights up, they risk injury and death. Please contact your VA

## HURRICANE SEASON



June kicks off the start of Hurricane Season. From now until November, Atlantic storm fronts can grow into Tropical Storms and Hurricanes. It is important that patients stay weather aware especially in the coastal region. The good thing about Tropical storms and hurricanes is that they do not tend to pop up suddenly. They are often identified and watched for a few days before making landfall. Here is what you can do:

- Be weather aware to these storms and their paths.
- Have an evacuation plan to get out of the region.
- Take as much of your oxygen and equipment as possible. Alert us at 1-888-450-6676 when you arrive at your new location.
- Make your decision early. A storm can intensify quickly. You do not want to be caught unprepared and stuck riding out a storm.
- Take the danger seriously. Each storm is different. The threat may not always be the storm itself. Do not judge your evacuation just by the category of the storm.

## EMERGENCY PLANNING

Emergency planning is the safety measures that we put into place to prevent, reduce the severity of, and create a plan for emergency events. Having a plan helps you and household to know what to do when an event occurs.

- Practicing your plan helps you to identify things that need to be corrected. Is a fire extinguisher stored in a wrong area or are the smoke detector batteries dead?
- Make sure that your evacuation plan includes a meeting spot that is out of the way of Fire Responders and EMS. If oxygen is in the home, make sure you are clear of exploding tanks.
- Make sure your plan includes all types of emergencies, including major events like fires,



## 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**

## Happy synonyms and antonyms

\*armoredpenguin.com Puzzles and may contain spelling errors

cheerful	low
cheery	lucky
delighted	melancholy
depressed	merry
fortunate	miserable
glad	pleased
gloomy	sad
jolly	satisfied
joyful	sorry
joyless	unhappy

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

## Parmesan Roasted Tomatoes - Courtesy of Allrecipes.com



### Ingredients:

- 6 small tomatoes, halved
- 1 tablespoon olive oil
- 1 pinch salt
- Ground black pepper to taste
- 1/2 cup grated Parmesan cheese

### Directions:

- Preheat the oven to 400 degrees F (200 degrees C).
- Place tomatoes in a bowl and toss gently with olive oil.
- Season with salt and pepper.
- Arrange on a baking sheet and top each tomato half with Parmesan cheese
- Once oven is heated, back until the Parmesan cheese is melted and slightly browned; about 15-20 minutes.