



Holiday Calendar



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.**

1st Monday will run 8-30-21

October 2021

11th Columbus Day - Office closed

1st Monday will run 9-30-21

2nd Monday will run 10-4-21

13th Navy's birthday

15th White Cane Safety Day & Boss's Day

31st Halloween

November 2021

10th Marine Corp Birthday

11th Veterans Day—Office closed

1st Thursday runs Friday, Oct 29

2nd Thursday run Thursday, Nov 4

25th Thanksgiving

25th & 26th—Office Closed.

4th Thursday runs Monday, Nov 29

VA make changes to supply changing schedule. What Patients need to know.

Effective July 1, 2021, the VA Medical Centers changed the frequency of how often and how many supplies patients may be given.

- 25 and 50 feet extension tubing are now to be changed once a month. Patients may have 2 per month.
- Humidifiers and Water Traps are to be issued only as needed. This means by prescription or by the environmental need of the items. They are no longer considered a monthly, standard, supply change.
- Thermal Fuses or Fire Safety Valves are still mandatory on all continuous flow machines and regulators. If you valve is damaged or missing, they will be exchanged. There is no need to track when they are due for exchange we will do that for you.

Patients that are concerned about these changes and what they may mean for you; please contact your local VA Respiratory Department. They can help to answer any of your program specific supply questions.

Remember to maintain a regular

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.



“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

“With the increase of Covid cases, do I have any delivery options?”

We want our patients to know that our procedures have not changed throughout the Pandemic. Mid-Cities Medical conducts daily safety screenings and follows the guidelines set forth by the CDC, including the use of PPE during home deliveries.

Patients may use and/or request one of the following delivery options to fit their needs when arranging their home delivery:

- 1) Accept the delivery by their standard driver with appropriate PPE and social distancing.
- 2) Accept their delivery with a milk crate service and supply exchange:
 - A) Technician calls to let patient know when they will be arriving.
 - B) Patient put equipment outside for service.
 - C) Technician services the equipment and drops supplies.
 - D) The Technician backs away so that the patient can sign for the order and collect the oxygen items and supplies.
 - E) The Technician returns to collect the tablet.
- 3) Patient may ask to be rescheduled for a later date. This visit will be arranged by the local branch office as soon as possible.
- 4) Patient may ask to have their oxygen supply shipped. Your account will be annotated with a Pandemic skip by request note. This alerts the VA to your pandemic concerns.

Mid-Cities Medical is dedicated to working with our patients as long as this pandemic lasts. Please be

REGULATOR SAFETY

Recently all the VA Medical Center in VISN 17 went through their 3 year Joint Commission inspection. One of the concerns that the Joint Commission Inspectors noted, were that multiple patients did not have their Continual Flow Regulator or Conversation/Pulse Dose Regulators installed on their oxygen cylinders. Many patients stated that they were filling their tanks or was in the process of changing over their tanks. While that may be a justifiable reason, the Inspectors felt that this posed a Life Safety Hazard. They stated that should these patients need emergency oxygen support that their tanks is not ready for use. Therefore, the patient could pass out or potentially suffer other injuries while trying to assemble the regulator onto the tank. The Inspectors strongly urged the VA Medical Center to train patients on the need to keep a tank fully assembled and ready for use at all times. Therefore, we have been asked by the VA Medical Centers to make you aware of a plan to increase the focus on this concern.

We have been made aware that it is the VA Medical Center's intent to have Nursing, Home Health Aides, and other in-home healthcare workers check for proper tank assembly. Whenever you have an empty cylinder, remove the regulator and move it to another full tank immediately. Do not wait until you are in need of oxygen and attempt

HOLIDAY TRAVEL SEASON IS COMING

It is hard to believe that we are in the last half of 2021. Before you know it, these 100 degree days will give way to milder temperatures and falling leaves. Many patients like to travel during the Fall and the Holiday season. Because this is such a busy travel time, it is important that if you are planning to travel over the holidays, you need to request your travel service early. You will need to have your travel dates, your end destination, mode of travel (personal vehicle, train, plane or bus) and total trip time for the VA Medical Center when you call. Because of Covid, patients should be aware that travel may be restricted or cancelled depended upon the guidelines setup by various states, the CDC, and VA Medical Centers. Calling your travel in early does not necessarily mean that it will be approved. We truly hope all of our patients can travel and share special time and moments with friends and family this holiday season.



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

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

Safety Practices

*armoredpenguin.com Puzzles and may contain spelling errors

Words to Find:

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

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



Moogie's Cashoop Stew

from Allrecipes.com

Ingredients:

1 tablespoon butter
 1 (16 ounce) package of ring bologna, sliced into pieces
 6 potatoes, peeled and cut into chunks
 1 onion, sliced
 2 (14 ounce) jars of meatless spaghetti sauce

Directions:

- Melt butter in a saucepan over medium heat
- Cook and stir ring bologna slices and onions in melted butter until lightly browned, about 5 to 7 minutes
- Stir potato chunks into the bologna mixture
- Pour the spaghetti sauce into the saucepan, stir.
- Bring the mixture to a simmer and cook until the potatoes are tender, about 20 minutes.