MID-CITIES MEDICAL

Newsletter

November 2021
Volume 15, Issue 2

Holiday Calendar

November 2021

10th Marine Corp Birthday

11th Veterans Day—Office closed

1st Thursday runs Friday, Oct 29

2nd Thursday runs Thursday, Nov 4

3rd Thursday runs Thursday, Nov 18

25th Thanksgiving

25th & 26th—Office Closed.

4th Thursday runs Monday, Nov 29

4th Friday runs Tuesday, Nov 30

29th Hanukkah

December 2021

7th Pearl Harbor Remembrance Day

13th National Guard Birthday

21st Winter Solstice

24th Christmas Eve - Office close to observe Christmas Day

25th Christmas Day - Office Closed

4th Friday Routes will run 12-29-21

26th Kwanzaa

31st New Year's Eve - Office Closed

January 2022

1st - New Year's Day - Office Closed

17th Martin Luther King Jr. Day

19th - Confederated Heroes' Day

27th International Holocaust Remembrance Day

From February

President's Day route move

31st All 1st Monday Routes

From all of us here at Mid-Cities Medical,

We want to wish each and every one of our patients a wonderful Thanksgiving.

We are truly thankful for you. We are thankful for your service to our Country. We are thankful for the honor of caring for you.

We want to take this moment to wish you and yours a

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."

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 said that they were needing to do a home audit for the VA equipment. Is that true?"
Yes. It is true that we are currently auditing homes to make sure that patient equipment rentals and prescriptions are matching and in place. As a quality control measure, we perform these audits every few years to verify all patients are compliant to their latest VA prescriptions. Patients need only to verify each serial number for concentrators, fill stations, tanks, and regulators. Your cooperation with this audit is greatly appreciated.

"I have been wanting to travel for the last two years. Now that COVID-19 cases are going down, am I allowed to travel?"
Always check with your doctor when it comes to your health, safety and ability to travel. **If cleared for travel, you will need to put in your travel request approximately 1 month out and contact the VA Home Oxygen Coordinator.** Patients will need to provide the following:

- dates of travel,
- where you are traveling
- how are you traveling; plane,* train, or vehicle, and
- contact information for your end destination; contact name, phone number, and address.

**If you are flying, patients will need to know the total length of flights, including layovers*

When approved, the VAMC will send Mid-Cities Medical a travel prescription, after which we will book your travel, notify your travel company and/or arrange POC delivery.

JOINT COMMISSION - TANK STORAGE

Oxygen cylinders are the most common form of Home oxygen therapy. Because they are common, patients tend to forget about basic safety procedures. This article will touch on the most common safety requirements.

- Keep tanks together and in a rack or stand to prevent injuries or damage from knocked over or fallen tanks.
- Keep tanks in the open with plenty of “breathing” room. Do not cover tanks or hiding in closet or under furniture.
- Keep tanks away from heat sources and open flames. Do not store in the kitchen, near fireplaces, heaters, saunas, near candles or other open flames.
- Keep out of direct sunlight where windows can magnify the heat onto the stem of the tank and risk rupturing the safety valve.
- Keep your tanks together. Do not leave tanks scattered loosely around the house. Always, secure your tanks when finished using.

ROUTE DAY CHANGES

The San Antonio area has seen a large amount of patient growth in the last four months and due to this large increase of patients, Mid-Cities Medical has had to restructure many of the San Antonio routes.

Those patients effected by these changes have been sent letters with route changes taking effect on October 1st and 29th of 2021. These changes may change your Technician, your route day, or both. However, these changes are necessary to ensure all of our patients continue to experience the “World Class Customer Service” that they have come to expect and deserve. As always, our Customer Service Department will reach out to you about your route visit for your monthly order.

Thank you so much for your understanding.

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

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

Summer Vacation in Hawaii

*armoredpenguin.com Puzzles and may contain spelling errors

ahi	moana
aholehole	moi
aku	mullet
aweoweo	oama
barracuda	oio
black tip reef shark	omilu
eel	ono
great white	palani
hammerhead shark	papio
humu	rock fish
humuhumunuk	saba
kahala	swordfish
kala	ta'ape
kole	tako
mahimahi	tiger shark
mamo	to'au
manini	uhu
marli	Ulua
menpachi	unukuapua'a
	weke

N	K	S	K	K	E	L	R	A	E	E	O	E	H	O	U	L	K	T	M
A	K	U	I	R	P	K	E	T	T	I	A	S	F	R	K	I	N	O	A
E	L	A	F	A	A	H	E	I	A	I	I	H	A	I	E	O	K	R	E
B	O	U	P	H	'	H	H	W	B	F	E	N	N	B	C	P	A	U	U
K	N	I	A	S	A	W	S	E	D	A	E	L	A	E	A	O	H	S	H
U	O	L	M	D	T	A	K	R	L	D	R	M	O	L	M	U	F	P	T
A	A	L	K	A	W	E	O	W	E	O	I	R	M	H	A	A	N	E	R
K	L	U	E	E	L	W	U	P	M	G	O	O	A	K	E	P	L	O	H
O	K	R	A	H	S	F	E	E	R	P	I	T	K	C	A	L	B	K	W
A	G	I	U	R	R	N	U	R	N	O	A	T	U	S	U	F	O	D	H
A	'	K	L	E	L	R	I	S	A	H	C	B	E	M	O	D	M	H	O
E	N	H	U	M	U	H	U	M	U	N	U	K	U	A	P	U	A	'	A
K	K	M	O	M	C	E	A	E	U	I	E	H	F	N	L	E	M	M	I
P	W	R	P	A	H	R	'	A	A	A	U	A	C	I	U	D	N	R	N
N	K	A	P	H	L	A	O	K	A	T	P	U	M	N	S	U	E	I	U
N	T	N	W	I	A	H	T	A	A	M	R	O	H	I	M	H	E	O	U
A	E	I	I	M	U	A	P	K	E	K	I	H	M	H	N	I	O	U	K
M	A	U	M	A	A	I	E	T	L	I	H	A	A	L	O	P	U	A	I
T	A	H	T	H	F	E	I	G	F	A	R	P	E	A	O	R	A	I	A
S	E	W	H	I	K	A	U	U	U	S	H	E	P	I	L	A	O	E	C

Magic Wand Pretzel Rods

Prep: 30 mins
Total: 30 mins
Servings: 30
Yield: 30 servings

Ingredients

1 (15 ounce) package pretzel rods
1 (16 ounce) container prepared vanilla frosting
½ cup sprinkles or colored sugar for decoration

Directions

Step 1

Dip each pretzel rod into frosting, not quite half way. Roll in sprinkles to coat the frosting. Abracadabra, you have a magic wand!

Nutrition Facts

Per Serving: 134 calories; protein 1.6g; carbohydrates 23.7g; fat 3.6g; sodium 337.3mg.