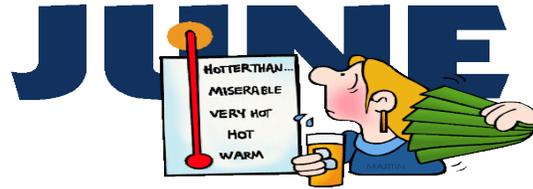




# Holiday Calendar



- 1st Asian Pacific Heritage Day
- 5th Cinco de Mayo
- 5th National Day of Prayer
- 8th Mother's Day
- 15th Peace Officers Memorial Day
- 21st Armed Forces Day
- 22nd National Maritime Day
- 22nd Harvey Milk Day (CA)
- 25th National Missing Children's Day
- 30th Memorial Day - Office Closed**
- 30th Decoration Day (CA)



- 6th D-Day
- 14th Army Birthday & Flag Day
- 18th Father's Day
- 19th Juneteenth**
- Office will be closed Monday 20th**
- 1st Monday runs 5-31-22*
- 2nd Monday runs 6-6-22*
- 3rd Monday runs 6-13-22*
- 20th American Eagle Day
- 21st June Solstice



- July 4th Office closed**
- Routes will run on 6-30-22*
- 27th National Korean War Veterans
- Armistice Day

## Important Health Numbers Emergency Dial 911

Non-Emergency or down equipment:

### TEXAS

1-888-450-6676 or 972-641-7445

### CALIFORNIA

1-833-986-4267

## "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.

## Report Abuse

Break the silence.  
Call **1-800-252-5400**

If you are being abused, suspect abuse or have witnessed someone being abused.

## Veterans Crisis Line

Don't suffer in silence. Speak with someone that can help you or family member. We care.

**1-800-273-8255** or **988**,  
Text: **838255** or  
email **Confidentialchat@VeteransCrisisLine.net**

**Emergency preparedness information line Dial 2-1-1**



For the last quarter Mid-Cities Medical has been putting out information about the new VA contracts and the changes occurring in both Texas and California. It is important that you as a patient understand these changes and what it means to your care and service.

### **TEXAS VISN 17 Patients**

There have been a few changes to your program. The biggest change is that self-fill systems like UltraFill and Home Fill are now seen quarterly. This schedule change goes into effect the first time you are seen after March 1, 2022.

- When you are called for your quarterly order, please be sure that you order enough supplies for the quarter.
- Be sure you have the Texas toll-free number 1-888-450-6676. Should you have an emergency, have questions, or want to seek clarification, please give us a call. We are still here to serve you even though your schedule has changed.

### **CALIFORNIA VISN 22 Patients**

California patients, the transition phase of the contract has ended. If you have not changed from your previous vendor to Mid-Cities Medical, you may receive a letter outlining the next steps you will need to take to stay on the VA Home Oxygen Program.

We will officially start performing monthly route calls in May 2022. The staff will be getting to know you as a patient. We are working on route scheduling and how patients will be seen. Because of the various program, your route day may change over the next few months. Thank you in advance for your understanding.

If you did not receive your toll-free and route magnet calendar from your Technician, please ask for one or call us at 1-833-986-4267.

*“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:

**Texas Toll-free Number: 1 (888) 450-6676 or Local 972-641-7445**

**California Toll-free Number: 1 (833) 986-4267**

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

**Facebook:** [Mid-Cities Medical](https://www.facebook.com/Mid-Cities-Medical)

**Webpage:** [www.Mid-CitiesMedical.com](http://www.Mid-CitiesMedical.com)



**Q – “I’m in North Texas. Why did the VA change my service?”**

**A –** Government contracts are written for a specific window of time. When that contract runs out, they write new ones. It is during this contract writing period that the hospitals update the program to the new equipment which came out, adjust to new national patient safety and care standards, and line out what the program will look like for the next contract lifecycle, which could be 3-8 years.

Adding or removing equipment, adjusting visitation schedules, supply types, and frequency of changes are all part of the evaluation process. For example:

- There was no UltraFill System until it was added 8 years ago,
- Fire Safety Valves were added after an increase of patient oxygen related fires, and
- There was no quarterly program for Sleep-only patients, requiring them to be home monthly.

**Contracts change but often for the betterment of patient care.**

The VA tries to balance patient care, quality of life, and medical requirements. If they make a change to when patients are to be seen, it is because they believe that it is more medically safe and will improve overall quality of life or safety. We understand that change can be confusing or frustrating, however, it is important to look at the long-term benefits of those changes. We are always here to answer your questions and assist with your VA Program questions.

## Emergency Preparedness

Emergency Preparedness is important for everyone but especially important to patients and caregivers. However, an emergency is not always a natural disaster. Sometimes it is caused by human error.

We have all heard about construction crews digging through pipelines or hitting powerlines, but emergencies can also be caused by animals, like that squirrel who thinks it's a good idea to chew on the powerline. And sometimes it's just an honest accident that causes an emergency event, like a driver trying to miss a crossing deer then hitting a power pole.

Right now, there are wildfires burning across the western part of the United States, and draught is being reported as elevated to severe in both Texas and California. These types of natural disasters occur and can move quickly, putting everything in their paths in danger, both human and animal, causing millions of dollars in damage and in some case, multiple deaths.

You need to plan now for an emergency:

- Know how to work your emergency tank for down equipment or power outages
- Know how long it will take you to evacuate your home if needed. Be sure that you have an exit plan for each room.
- Know how long it will take you to load your oxygen (tanks and equipment). If you are in a life threatening emergency, take just what you can grab and leave immediately.
- Know multiple exit routes out of your immediate area. Identify possible bottlenecks so you can avoid them in an evacuation from your area.

It is also important that you have our contact numbers for your evacuation location setup.

Texas 1-888-450-6676

California 1-833-986-4267

## Oxygen Regulator Assembly

Understanding how to install and use your oxygen cylinders is an important part of any Home Oxygen patient's life. Understanding the components and how they fit together is only the beginning, and assembly is covered on pages 37-38 of your Oxygen Manual.

### Oxygen cylinders have the following parts:

- The metal casing or tank structure,
- the stem, which includes the safe pressure port, and
- an open and close valve, which is on top of the stem.

### The Regulator has the following parts:

- The regulator body,
- the safety pins on the inside of the neck – you will see two pins if you look down the square opening,
- the tank seal and post,
- the tightening bar or handle,
- the pressure gauge, and
- the oxygen port where your oxygen tubing connects.

**Brief summation** – Slide your regulator over the stem of your tank, making sure the pin and the pinholes align, then tighten the thumb screw with an oxygen wrench. Open the valve on top of the stem (pressure gauge shows the amount of oxygen in tank), set liter flow to the prescribed level, and attach the oxygen tubing for use.





## 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:**

**TEXAS**

**1-888-450-6676**

**CALIFORNIA**

**1-833-986-4267**

## Historical Documents

\*armoredpenguin.com Puzzles and may contain spelling errors

assembly	justice
blessings	liberty
Congress	Lincoln
Constitution	Mayflower Compact
Declaration	patriotic
defense	petition
documents	Preamble
equality	press
First Amendment	religion
freedom	speech
Gettysburg Address	tranquility
Government	union
Independence	welfare

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

## In the Kitchen

by Allrecipes.com

### Lemon Orzo Soup



#### Ingredients:

- 8 ounces orzo pasta
- 1 teaspoon olive oil
- 3 medium carrots, chopped, or more to taste
- 3 ribs celery, chopped
- 1 medium onion, chopped
- 2 cloves garlic, minced
- ½ teaspoon dried thyme
- ½ teaspoon dried oregano
- salt and ground black pepper to taste
- 1 bay leaf
- 3 (32 ounce) cartons fat-free, low-sodium chicken broth
- ½ cup fresh lemon juice
- 1 (8 ounce) package baby spinach leaves
- 1 lemon, sliced for garnish (Optional)
- ¼ cup grated Parmesan cheese (Optional)

**Prep:** 20 mins  
**Cook:** 1 hr  
**Total:** 1 hr 20 mins  
**Servings:** 12  
**Yield:** 6 quarts

#### Directions:

##### Step 1

Bring a large pot of lightly salted water to a boil. Cook orzo in the boiling water until partially cooked through but not yet soft, about 5 minutes; drain and rinse with cold water until cooled completely.

##### Step 2

Heat olive oil in a large pot over medium heat. Cook and stir carrots, celery, and onion in hot oil until the vegetables begin to soften and the onion becomes translucent, 5 to 7 minutes. Add garlic; cook and stir until fragrant, about 1 minute more. Season mixture with thyme, oregano, salt, black pepper, and bay leaf; continue cooking another 30 seconds before pouring chicken broth into the pot.

##### Step 3

Bring the broth to a boil. Partially cover the pot, reduce heat to medium-low, and simmer until the vegetables are just tender, about 10 minutes.

##### Step 4

Stir orzo, lemon juice, and lemon zest into the broth; add chicken. Cook until the chicken and orzo are heated through, about 5 minutes. Add baby spinach; cook until the spinach wilts into the broth and the orzo is tender, 2 to 3 minutes. Ladle soup into bowls; garnish with lemon slices and Parmesan cheese.