



***Holiday Calendar***



6th D-Day  
 14th Army Birthday & Flag Day  
 18th Father's Day  
**19th Juneteenth - Office 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



4th Coast Guard Birthday  
 7th Purple Heart Day  
 14th National Navajo Code Talkers Day  
 19th National Aviation Day  
 21st National Senior Citizens Day  
 26th Women's Equality Day  
 27th Lyndon B. Johnson Day (TX)



**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** or  
**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**



### **TEXAS VISN 17 Patients**

Texas Patients,

Over the last few months, we have been talking about the changes of the old contract to the new one. The most often asked question from our Self-filling (UltraFill or Home Fill) patients concerns the change from monthly service to quarterly service, which has many confused about their route day visit. **We have not abandoned you nor have we stopped caring about your oxygen needs.** We will continue speaking with patients about route scheduling and the need to ensure you order the appropriate amount of supplies.

Should you have any questions, need emergency assistance, or just want to make sure you have the day correct, give us a call. We are still here for you and our Customer Relations Team is ready and willing to help. Call us at 1-888-450-6676.

### **CALIFORNIA VISN 22 Patients**

California Patients,

Mid-Cities Medical has started the process of working on routes for all of the VISN 22 patients. As we get to know you and your oxygen needs, we are making route days for the appropriate service levels. This is a change for many patients, understandably, but we want to provide ALL our patients with the predictability and assurance of their service day. This way, you can plan your day, week, and month with the assurance of our arrival and your individual service.

While we perform our monthly calls, we are getting to know you and your service needs and your route frequency will be adjusted to quarterly, monthly, bi-weekly, and for high-flow or liquid patients weekly. Your assistance with this process will help us coordinate your overall care quickly and effectively.

**Our Customer Relations Clerks will be calling you 1-2 days prior to your route day.**

When they call, you will need to inform them of any tanks, supplies, or service on your equipment. Please feel free to also talk with them about your oxygen service and provide delivery instructions for your residence. If you have a life event that will not allow you to be home, you can ask to be rescheduled for a different day. They will alert our branch office and one of our friendly associates will contact you regarding a rescheduled visit.

If you need assistance or need to order please call our Customer Relations Team 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

**Facebook:** Mid-Cities Medical

**Webpage:** www.Mid-CitiesMedical.com



**Q - “My driver recently warned me about keeping tanks in my car. This is the first time that anyone has said anything to me about it and I have been doing so since I got them. Is that really a safety issue?”**

**A – YES. Oxygen cylinders should be kept at room temperature and in their rack when not in use.**

While the tanks are aluminum, they can be damaged and develop hairline fractures over time. That is why oxygen tanks have to be recertified every five (5) years to ensure they are safe for continued use. This inspection helps to ensure expanding and contracting pressurized oxygen is able to be safely stored inside the tank.

Every oxygen cylinder has a safety pressure outlet in the stem of the tank. This safety valve is designed so that if a tanks get too hot the seal will rupture and release the oxygen inside. Unsecured tanks pose a threat to those in the vehicle if the valve stems were to become damaged from rolling, falling, or being in an accident where the tank becomes airborne. An unsecured oxygen cylinder can damage property or injury anyone nearby.

Summers can get quite warm and stay that way for extended periods of time. Internal car temperatures are often much hotter than the outside temperatures with the vehicle’s metal and glass acting like a magnifier to concentrate the sun’s heat. Oxygen cylinders should never be exposed to temperatures exceeding 125° Fahrenheit.

**Safety Tip:** Never attempt to handle any leaking tank (metal casing or stem). If the tank is leaking, move away from the tank and wait until the leak stops. **Report the tank failure immediately.** Proper storage can help to prevent undue stress on your tank and reduce safety seal or tank failures.

## Hurricane Season Has Started

With the start of June, Texans know two things for sure; that the Summer heat is here to stay for a while and that hurricane season has begun.

Yes, this is your yearly reminder to be hurricane-aware, and these are some things that can be done to ensure you are prepared for this year's storm season:



- Watch your local weather at least three days a week. Unlike many natural disasters, hurricanes do not usually appear quickly. They grow and build over days and, in some cases, more than a week. By listening to the weather forecast, you will be alerted to possible storms before they are on the Texas coastline.
- Have a complete evacuation plan. A complete plan includes your home, your oxygen, and your relation to a safe area outside the landfall area.
- Have a place for friends and family to call and check on you; e.g. out-of-state friend, family member, or the American Red Cross check-in board. Just make sure someone knows who or where that check-in point will be and how to access it.
- If you chose to stay and ride out the storm, you must be prepared. Emergency Services and Mid-Cities Medical cannot assist you during the storm. You will need to make certain you can ride out both the storm and the storm surge. Mid-Cities Medical is only allowed access to hurricane areas once cleared by Emergency Services and if local authorities do not give us access, we cannot reach you until your area is declared safe. So make certain you are prepared; back-up power, water, generator, emergency back-up oxygen cylinder, etc. If you have a self-filling system, fill all your tanks prior to the storm.
- If you need evacuation assistance, dial 2-1-1 now and sign up for emergency assistance. EMS assisted evacuation and 9-1-1 services are often discontinued once the storm starts. Don't wait. Plan your escape now.

## Fire Safety



As an oxygen patient, fire safety is much more than the list of things you have in your home. It also includes making a conscious decision to monitor your surroundings and address potential hazards quickly.

Smoking and smoking materials are the leading cause of patient injuries and despite warnings, e-cigarettes, vaping devices, and other smoking items have added to the number of patient injuries. **There is no safe smoking device or system.** Anything that has a flame, ember, or heat source is a danger to oxygen patients.

Home safety equipment like smoke detectors, fire extinguishers, and exit plans are an important part of your at-home plan. Test your smoke detectors monthly and if battery dependent, change the batteries twice a year. NOTE: As an example, some patients use January and June, or daylight saving. Whichever method you choose, stay consistent to the battery changing schedule.

Extinguishers should be stored in areas that will allow for quick access to suppress fires. Most patients keep their extinguishers in the kitchen and bedroom. This will help put out pop-up fires. Be sure that you know how to operate your extinguisher with the P.A.S.S. method – Pull, Aim, Squeeze, and Sweep. Having an exit plan will also help you know how to exit in an emergency.

Evaluate your home for fire hazards such as stoves, appliances, heaters, candles, sparking tools, bar-b-que grills, smokers, static, and overloaded outlets. A periodic audit can help prevent fires before they start.





## 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**

# British Birds

\*armoredpenguin.com Puzzles and may contain spelling errors

BLACKBIRD	KINGFISHER
BLACKCAP	LONGTAILEDTIT
BLUETIT	MAGPIE
BULLFINCH	MARSHTIT
CHAFFINCH	NUTHATCH
COALTIT	OWL
COLLAREDDOVE	PIDGEON
CROW	PIEDWAGTAIL
CUCKOO	RAVEN
FALCON	REEDBUNTING
FIELDFARE	ROBIN
GOLDFINCH	ROOK
GREATTIT	SISKIN
GREENFINCH	SNOWBUNTING
HAWK	SONGTHRUSH
HAWKFINCH	STARLING
HERON	SWALLOW
HOUSEMARTIN	SWIFT
HOUSESPARROW	WARBLER
JACKDAW	WILLOWTIT
JAY	WOODPECKER
KESTREL	WREN
	YELLOWHAMMER

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



## In the Kitchen

by Allrecipes.com

# Chicken Bacon Ranch Salad

### Directions:

#### Step 1

Line a salad plate with small Romaine lettuce leaves.

#### Step 2

Combine chopped romaine, chicken, avocado, and tomatoes in a large bowl. Add ranch dressing, salt, and pepper, and toss to combine.

#### Step 3

Serve salad on the prepared plate and top with crumbled bacon.

### Ingredients:

8 leaves romaine lettuce  
 2 cups chopped romaine lettuce  
 ½ cup chopped cooked chicken  
 ½ cup chopped avocado  
 ½ cup cherry tomatoes, halved  
 2 tablespoons prepared ranch dressing salt and freshly ground black pepper to taste 2 slices cooked bacon, crumbled

**Prep:** 15 mins  
**Total:** 15 mins  
**Servings:** 1