



Holiday Calendar



July 4th – OFFICE CLOSED

*Routes will run on 6-30-22

27th National Korean War Veterans Armistice Day

28th National Buffalo Soldiers 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)



4th Coast Guard Birthday

5th Labor Day - OFFICE CLOSED

7th Purple Heart Day

9th California Admission Day (CA)

11th Patriot Day

16th National POW/MIA Recognition Day

18th Air Force Birthday

22nd Equinox

23rd Native American Day (CA)

25th Gold Star Mother’s Day

30th American Indian Heritage Day (TX)

1st Monday (*except Mercedes*) to run on 8-31-2022

Mercedes ONLY

1st Wednesday runs on 8-31-2022

1st Monday & Tuesday run on 9-6 & 9-7-2022

**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

- UltraFill and Home Fill patients, remember that your service was changed by the VA Medical Center from monthly to quarterly. When being contacted or contacting the office, you need to order a quarter's worth of supplies. We understand that this is a change for many of our patients, and that is why we want to keep reminding you of this change to ensure that you are getting used to the new service schedule.
- Route days are being changed due to the new quarterly requirements. We are attempting to keep as many patients as possible on their previous route days. However, as the patient visit counts change, we are having to merge areas. We are still evaluating these new routes to ensure that we are meeting the delivery and service needs of our patients in the schedule format.
- Emergency contact and email addresses are important tools to have in your file. With the recent Dempsey fire, patients were forced to evacuate from their homes. When we make "emergency preparation calls" to the home, some patients were not at their home. However, having their email address on file, allowed us to contact them, and verify that they were safe. When the office calls for your monthly or quarterly order, please be sure that you give them your emergency contact person and your email address. This is your lifeline with the office when emergencies occur.

CALIFORNIA VISN 22 Patients

- Route day evaluations are underway. We are reviewing past orders to determine which patients can stay on the VA-prescribed six-month intervals and which patients need to be seen more frequently. We are currently contacting patients on a monthly schedule. We have identified several patients that need alternative route schedules. As we work through the next several months, know that we are working to create route structures quickly to allow predictable service for all our California patients. It is important that you know your scheduled route day and have the confidence that your service will be performed that day.
- Fires and Fire Hazards are being monitored by the VA Medical Center. Please be sure to have an emergency evacuation plan, practice fire safety guidelines in your home, and never smoke or allow anyone else to smoke around or your oxygen, equipment or supplies. Don't let an open flame or fire hazard cause injury or damage in your home.

“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



“My delivery person asked me for my email address. He said it was for emergency notifications. Is that true?”

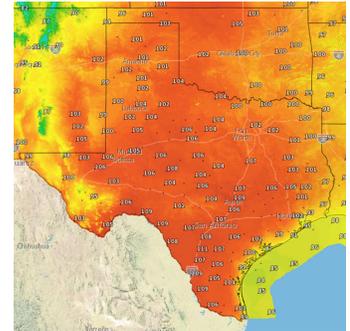
Yes. That is true. Mid-Cities Medical does send out newsletters, emergency alerts, and other need to know informational items. We understand that having this access is a privilege so we are very aware how much information and training material we send to your email. We want to make sure that the information you receive is important to you or serves as informational reference materials. We are not allowed to sale to VA patients so you can be assured that you will not get emails trying to get you to purchase items out of your own pocket. Our goal is to contact, education, and alert our patients with information that is important to them.

“Do you really take questions from patients or is that just something you say?”

Yes. We really do take questions from patients in-person, over the phone, or through email. If patients have a question, they are encouraged to ask our staff for assistance. We want to make sure that you understand your prescription, your equipment, and your specific hospital’s Home Oxygen Program requirements. Answering your questions helps you to understand the program and your responsibilities as a patient. Call us at the numbers listed above with your questions.

Hot Weather, Home Fires, and VA Crackdown:

The summer heat has hit really hard. Oxygen patients have headed indoors to stay cool which causes serious hazards. When patients stop practicing fire safety or safe smoking habits, they can cause fires inside their homes and injury to themselves and others. Since May, Texas has had five smoking related fires and California has had one. This spike of smoking fires has local hospital increasing patient monitoring and adjusting smoking criteria. The problem is these fires are caused by patients foregoing safety precautions



It is important that every patient, smoking, non-smoking, or active practice Fire Safety training habits. Whenever you have to work with an open flame, heat source, or sparking items, make sure that you practice safe oxygen handling guideline. Take off your oxygen, wait 10 minutes, and keep your oxygen 25 feet from the fire hazard. Remember when the VA Medical Centers speak about smoking items, they mean all types of smoking items and devices. They include: cigars, cigarettes, pipes, vaping pens and vaping devices. While vaping devices are a good option for nicotine withdrawal treatment plans, they are not considered a safe option for oxygen patients. The vaping pens have a heat source that heats the solution and turns it into vapor. That heat source poses a danger to oxygen patients. Never use any smoking product while wearing your oxygen.

Remember that fire needs three things to burn, Fuel, Oxygen, and Heat. Fuel is clothing, hair, furniture, and other household items. Oxygen is your therapy. Heat is any heat source used in the home. If the fire cannot get all three factors, it cannot burn. This shows the importance of Fire Safety and prevention.

Emergency Preparedness is not a seasonal activity.

While Hurricane Season seems to be taking its time getting kicked off, wildfires, and other natural disasters seem to be on the rise. It is important that you stay aware of your local news and weather to stay on top of emergency events around you. Here are some things that you can do to make sure you are prepared:

- ⇒ Watch your local weather at least three days a week. Natural disasters can happen quickly or in the case of hurricanes, days. By listening to the news and weather forecasts, you are alerted to possible emergencies in your area.
- ⇒ Have an evacuation plan. The plan should include your home, your oxygen, and your relocation or meet up area outside the emergency area.
- ⇒ Have a place for friends and family to call to check on you, such as an out of state friend, family member, or the American Red Cross check in board. Just make sure all your family knows who or where your check in point will be and how to access it.
- ⇒ Mid-Cities Medical may not be allowed to assist you during a natural disaster. If local authorities do not give us access, we can not reach you until your area is declared safe. So make you are prepared: Back-up power, water, generator, emergency back-up oxygen cylinder, evacuation plan, and our toll-free contact numbers.
- ⇒ If you need evacuation assistance, dial 2-1-1 now and sign up for emergency assistance. EMS assisted evacuation and 9-1-1 services. Don't wait. Plan your escape now.





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:

TEXAS

1-888-450-6676

CALIFORNIA

1-833-986-4267

Ways to "Hi"

Puzzles and may contain spelling errors

m	g	u	t	e	n	t	a	g	i	e
n	e	e	i	u	s	v	e	i	k	i
k	r	r	u	o	j	n	o	b	i	m
e	l	e	h	s	v	h	e	o	e	e
s	t	e	d	a	e	a	i	k	v	k
h	j	a	a	i	b	h	r	e	s	'
k	o	s	i	e	v	a	r	d	z	c
b	l	l	d	g	v	l	j	u	z	o
l	a	s	a	b	a	l	o	h	a	a
l	h	z	i	v	j	o	a	i	z	s
a	t	u	v	o	o	d	c	s	r	e

- | | | |
|---------|---------|---------|
| aloha | tag | sveiki |
| bok | hallo | szia |
| bonjour | hei | tere |
| c'kemi | hej | zdravei |
| ciao | hi | zdravo |
| dia | hoi | zivjo |
| dhuit | hola | |
| ei | labas | |
| geia | merhaba | |
| sou | ola | |
| guten | salve | |

Prep: 20 mins
Total: 20 mins
Servings: 15
Yield: 15 servings

In the Kitchen:

by Allrecipes.com

Refreshing Watermelon Salad

Ingredients:

- 3 tablespoons lime juice
- 1 cup sliced red onion, cut lengthwise
- 15 cups cubed watermelon
- 3 cups cubed English cucumber
- 1 (8 ounce) package feta cheese, crumbled
- ½ cup chopped fresh cilantro
- cracked black pepper
- sea salt



Directions:

Step 1

In a small bowl, pour lime juice over red onions. Allow to marinate while assembling the salad.

Step 2

Gently combine the watermelon, cucumber, feta cheese, and cilantro in a large bowl. Season with black pepper. Toss watermelon salad with marinated onions and season with sea salt just before serving.