



Holiday Calendar



- **5th Labor Day - OFFICE CLOSED**
- 9th California Admission Day (CA)
- 11th Patriot Day
- 16th National POW/MIA Recognition Day
- 18th Air Force Birthday
- 23rd Native American Day (CA)
- 25th Gold Star Mother's Day
- 30th American Indian Heritage Day (TX)

1st Monday runs 8-31-22

Mercedes only

1st Wednesday runs 8-31-22

Mercedes 1st Monday &

Tuesday run 9-6 & 9-7-2022

October

- 5th - Yom Kippur (TX)
- **10th - Columbus Day & Indigenous People's Day – OFFICE CLOSED**
- 13th - Navy Birthday
- 15th - White Cane Safety Day
- 17th - Bosses' Day
- 31st - Halloween

1st Monday run 9-30-22

2nd Monday runs 10-3-22



- 1st - Native American Heritage month
- 6th - Time change set clock back one hour
- 8th - Election Day (TX)
- 10th Marine Birthday
- **11th Veterans' Day – OFFICE CLOSED**
- **24th & 25th – Thanksgiving – OFFICE CLOSED**

1st Monday runs 10-31-22

2nd Friday runs 10-7-22

4th Thursday runs 11-29-22

4th Friday runs 11-30-22

DECEMBER

- 7th Pearl Harbor Day
- 13th National Guard Birthday
- **25th & 26th Christmas Day – OFFICE CLOSED**
- **1st & 2nd New Year's Day – OFFICE CLOSED**

4th Friday runs 11-30-22

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@](mailto:Confidentialchat@VeteransCrisisLine.net)

VeteransCrisisLine.net

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



Fire is a topic of concern for patient safety and health

TEXAS VISN 17 Patients

- As we head into the end of the year, it is important to note that route day changes will be occurring. Please be sure that you check the newsletter or company website (www.mid-citiesmedical.com) for holiday closures and route day scheduled moves.
- Smoking related Oxygen Fires are continuing to occur in the Texas Service area. Smoking patients and those patients that interact with open flames, heat sources, or sparking items are being asked to increase Oxygen Safety practices.
 - Safe smoking procedure – **Turn off oxygen, wait 10 minutes, and Walk 25 feet away from oxygen equipment and tanks.**
 - Since these events started, patients have received facial and ear burns, burns on their arm or body, furniture damage, and even hospital treatment.
 - Additionally, patients during interviews said, “they just weren’t thinking when it happened” or “they did not think it would happen to them because it never had before.”
- Remember, the Fire Safety Valve does not prevent a fire from happening. It is designed to stop the fire once it has started. The fire will burn until it reaches one or both of the Fire Safety Valves.
- Reporting oxygen fires is an important part of understanding how they occur and how to teach others about fire prevention in the future. If you have an oxygen fire, with or without injury, please notify us at 1-888-450-6676. Your safety matters.

CALIFORNIA VISN 22 Patients

- As we head into the end of the year, it is important to note that route day changes will be occurring. Please be sure that you check the newsletter or company website (www.mid-citiesmedical.com) for holiday closures and route day scheduled moves. The VA approves seven (7) tank minimum delivery requirements for Southern California patients.
- Patients with tank prescriptions of 15 tanks a month or more will now need to have seven empty tanks when requesting an early visit. This is to ensure that as many patients as possible are seen on monthly visits as well as assuring quality care for everyone.

“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



“I’m a new patient. My technician was telling me that I can do my survey by QR code. Do the surveys really go to you or is that a scam?”

We understand your concern; but it is true. We have special QR codes that allow veterans to take surveys, learn more about products, and even leave feedback by simply scanning the code. When you scan the QR code, it will take you to our company’s website or to manufacture training materials. When taking the survey, you will be directed to the new patient setup survey. When you push submit, multiple leadership members get your survey, review it, and put it into your patient file. When we send reports to the VA, your comments are sent to them as part of reporting. Our goal is to help you learn in a way that works best for you, to help you feel comfortable, and to get the most from the VA Home Oxygen Program. Feel free to scan your Oxygen Manual anytime to let us know how we are doing.

“When I order supplies, why do they come in pieces?”

The VA Medical Centers have national guidelines which require fire safety valves for all patients. This is to help prevent injuries and death caused by fires from static shock, candles, smoking, and other heat source items. The ability to put the Fire safety valve close to the cannula is an important part of stopping oxygen fires quickly and helps to reduce injuries, damage, and death.

Holiday Travel Season is Coming

It is hard to believe that summer will be over soon, and the fall travel season will be here. If you are planning to travel this holiday season here are a few things that you will need to know before contacting your local VA for a travel prescription.



- California patients are limited to two trips per year, and they are not to exceed a month total.
 - Provide your itinerary to the VA Home Oxygen Coordinator one month prior to departure:
 - Where are you going?
 - Are you going to be staying at one or multiple locations?
 - You will need the address and contact phone number for each location you are going to be staying during your trip. If a resort, please include the name of the hotel or resort
 - How are you traveling? Airplane, bus, train, personal vehicle
- NOTE:** Each mode of travel has their own oxygen requirements and restrictions. It is important that you let the VA Home Oxygen Coordinator know exactly how you are going to be traveling so that they can book the appropriate support for you.
- What are your dates of travel? (leaving and returning)
 - Check in with Mid-Cities two weeks in advance if you have not heard from us. There are times when travel prescriptions do not get faxed. By calling two weeks in advance, it allows us to get the prescriptions, arrange any end destination setups, provide you with end destination contact information, and arrange the delivery of and travel equipment ordered by the VA Medical Center.

Emergency Preparedness. Are you prepared?

Preparing for an emergency sounds simple until you really start thinking about different types of emergencies and how each one needs to be handled. The purpose of this article is to help you focus on the basics so you can solidify your plan because safety matters.



- Have an exit plan. Knowing where your home's exits and safe window exits can help you get out of your home in an emergency event. With any good exit plan, you should also have a meet up place out of the way of Emergency Services. If you need assistance, dial 2-1-1 and notify local authorities of your specific evacuation needs.
- If you are staying in place during an emergency, be sure that you are well stocked with food, water, and your medications. An emergency event could block roads and prevent travel. Be sure that you can spend a few days on your own after an emergency event.
- Have a paper copy of important documents, phone numbers, and contact information. This is important should power go out, your cellphone dies, and you need to conduct business or seek medical attention.
- Have an emergency contact person, phone number, and alternate email address for you in your Mid-Cities Medical patient file. This will allow us to check in with them if we are ever unable to reach.



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

Basta Pasta

Puzzles and may contain spelling errors

alphabets	gnocchi
bigoli	linguine
campanelle	linguine
canneloni	manicotti
capellini	penne
conchiglie	rigatoni
ditalini	rotelle
elbow	rotini
farfalle	spaghetti
fettuccine	vermicelli
fusilli	ziti
gemelli	

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



Prep: 15 mins
Additional: 20 mins
Total: 40 mins
Servings: 12
Yield: 1 dozen

Directions:

Step 1 – Preheat oven to 350 degrees F (175 degrees C). Lightly grease an 8x10-inch baking pan.

Step 2 – Mix oats, brown sugar, flax seed meal, flour, baking powder, cinnamon, and salt together in a bowl. Mix banana, rice milk, egg, and vanilla extract together in a separate bowl. Pour banana mixture into flour mixture; stir to combine. Pour batter into the prepared baking pan.

Step 3 – Bake brownies in the preheated oven until a toothpick inserted in the center comes out clean, about 20 minutes. Cover pan with a towel to hold in moisture and cool brownies for at least 5 minutes before serving.

In the Kitchen:

by Allrecipes.com

Breakfast Brownies

Ingredients:

- 1 ½ cups quick-cooking oats
- ¾ cup brown sugar
- ¾ cup flax seed meal
- ½ cup gluten-free all purpose baking flour
- 1 teaspoon baking powder
- ½ teaspoon ground cinnamon
- ¼ teaspoon salt
- 1 banana, mashed
- ¼ cup rice milk
- 1 egg
- 1 teaspoon vanilla extract