



MONTHLY NEWSLETTER

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Text Messaging Coming Soon!

In today's information-rich and distraction-filled world, Mid-Cities Medical wants to ensure its patients can quickly and easily receive crucial (and possibly lifesaving) information. That's where a communication tool like SMS notifications comes into play.

In the coming weeks/months we will begin sending text messages to our patient's mobile phones to share timely and relevant notifications, such as Emergency Alerts, Appointment Reminders, Important Announcements, and Account Updates.

Mid-Cities Medical is confident our patients will appreciate these timely and relevant updates and encourage you to provide current mobile phone details – including Emergency Contact numbers – to one of our team members as soon as possible; or during your next scheduled technician visit.

Let us know if you have any questions concerning this new and exciting way of staying informed and up-to-date, and Mid-Cities Medical will continue to provide “World-Class Customer Service” to our Veteran patients, their Caregivers, and our VA Customers.

Caregiver Support Safe Transfer Video Series

Veterans Health Administration – The Caregiver Support Program (CSP) is proud to announce the launch of its innovative “Safe Transfer” series of videos and an accompanying tip sheet designed specifically for caregivers assisting Veterans with body mechanics and transfers.

These videos feature essential tips and skills tailored to aid caregivers in facilitating safe transfers, including transfers for beds, wheelchairs, toilets, and tubs. In addition, caregivers can use the accompanying tip sheet as a comprehensive guide, offering insights into proper transfer techniques, caregiver body mechanics, and key considerations throughout the transfer process.



The term 'transfer' denotes the action of moving an individual from one location to another, while 'body mechanics' refers to the way we move in our daily activities. Safety is paramount for both caregivers and Veterans, and these resources will provide practical insights and best practices, ensuring everyone's well-being during the transfer process.

Developed by a dedicated CSP workgroup, including occupational & physical therapists, this comprehensive library of resources aims to enhance the safety of Veterans within the comfort of their homes.

Beware of Job Scams Targeting Veterans

VA News – Often targeted because they have access to benefits and resources, Veterans are often the top targets of job scams and report more significant financial losses. Veterans should be on the lookout for offers to start new businesses, opportunities to work from home, job placement services, and government and postal job scams.

Scammers use many tactics, so how do you tell a scam from the real thing?



- Ask questions about the job description. Be sure to read the fine print. Scammers usually post vague language about prospective jobs.
- Do not provide personal information during an interview. DO NOT give your driver's license, Social Security, branch of military service or bank account number to fill out “employment paperwork.”
- Talk to someone you trust. Describe the offer to them. What do they think?
- Verify if the recruiter is legit. Check to make sure the recruiter that calls you is who they say they are by doing an online search or calling the company directly.
- Do not pay for the promise of a job. No legitimate job will make you pay for training, equipment or anything else to get the job.
- Do not trust a “cleared” check. No legitimate potential employer will ever send you a check and then tell you to send money back in the form of money or gift cards.



TEXAS:

The VA Medical Centers are continuing Home Inspections into 2024, looking for fire safety and other safety concerns. They are specifically checking for No Smoking signs, working smoke detectors, and Fire Safety Valves. The values must be installed properly in the oxygen tubing.

Additionally, Spring storms are coming. Please be sure that you are emergency aware and prepared. Preparations should include power outages, emergency alerts, and home evacuation plans. If you have not already reached out to your local 2-1-1, please do so. They can help you contact local agencies for assistance.



CALIFORNIA:

The VA Medical Centers are continuing Home Inspection into 2024. They are looking for Fire and safety concerns as well as patient understanding. It is important that you know your prescription, how to reach Mid-Cities Medical, and have your oxygen equipment and supplies properly in use. Fire safety includes no smoking signs, working smoke detectors, and installed Fire Safety Valve.



ARIZONA:

Tucson – Patient routing changes are coming as Mid-Cities Medical finalizes current routing. In our attempt to improve overall performance, patients may see a change of route day, route technician, or both. The balancing of routes is performed as patients census rise and fall in the region, as it is important to ensure proper care for ALL patients.

Phoenix – The transition has begun in the Phoenix area and Mid-Cities Medical is reaching out to patients to get you transitioned as quickly as possible. Transition Coordinators are performing calls 24-48 hours in advance to schedule. Should you call back after the route day, they can put you on the next month’s route day. We are transferring patients as quickly as possible and look forward to providing you “World Class Customer Service” soon.

Holiday Calendar



FEBRUARY

- 1st National Freedom Day
- 2nd Groundhog Day
- 4th Rosa Parks Day
- 10th Chinese New Year – Year of the Dragon
- 14th Valentine’s Day
- 15th Susan B. Anthony’s Birthday
- 19th President’s Day – **OFFICE CLOSED**

2nd Monday runs 02-05-24
3rd Monday runs 02-12-24

4th Monday runs 02-26-24
2nd Wednesday runs 02-14-24

**Mercedes only*
1st Monday runs 02-05-24
1st Tuesday runs 02-06-24
2nd Monday runs 02-05-24

**Redlands only*
2nd Wednesday runs 02-21-24
3rd Wednesday runs 02-14-24
3rd Thursday runs 02-15-24
4th Thursday runs 02-22-24
4th Friday runs 02-23-24



MARCH

- 1st Employee Appreciation Day
- 2nd Texas Independence Day
- 8th International Women’s Day
- 10th Daylight Saving Begins (Spring Forward)
- 17th St. Patrick’s Day
- 19th Start of Spring (Equinox)
- 29th National Vietnam War Veterans Day
- 31st Cesar Chavez Day

**Mercedes only*
1st Monday runs 03-04-24
1st Tuesday runs 03-05-24

**Redlands only*
3rd Wednesday runs 03-20-24
3rd Thursday runs 03-21-24
4th Thursday runs 03-28-24
4th Friday runs 03-29-24

Important Health Contact Numbers

EMERGENCY **DIAL 9-1-1**

EMERGENCY SITUATION **DIAL 7-1-1**

Use if you have a TTY and cannot obtain emergency services.

EMERGENCY PREPAREDNESS **DIAL 2-1-1**

NON-EMERGENCY OR DOWN EQUIPMENT

Phone: **TEXAS (888) 450-6676**

Phone: **AZ & CA (833) 986-4267**

YOU CAN QUIT SMOKING

Phone: **(800) QUIT-NOW**

Website: **www.SmokeFree.gov**

www.BeTobaccoFree.gov

VETERANS CRISIS LINE **DIAL 9-8-8**

Phone: **(800) 273-8255**

Email: **ConfidentialChat@VeteransCrisisLine.net**

VA CAREGIVER SUPPORT PROGRAM

Phone: **(855) 260-3274**

Website: **www.caregiver.va.gov**

REPORT ABUSE. BREAK THE SILENCE.

Phone: **(800) 252-5400**

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

SPEAK-UP CAMPAIGN

Website: **https://tinyurl.com/5n68nt29**

Rights patients have & what they can do if they feel they are being discriminated against & receiving substandard care.

Red Velvet Brownies



Brownies Ingredients:

- Cooking Spray
- 1 (4-oz.) bittersweet chocolate baking bar
- 3/4 cup (6 oz.) salted butter
- 1-1/2 cups granulated sugar
- 4 large eggs
- 1-1/4 cups cups all- purpose flour
- 1 teaspoon baking powder
- 1/4 teaspoon table salt
- 1 (1-oz.) bottle red liquid food coloring
- 2 teaspoons vanilla extract

Frosting Ingredients:

- 1 (8-oz.) pkg. cream cheese, softened
- 1/2 cup (4 oz.) salted butter, softened
- 6 cups powdered sugar
- 2 teaspoons vanilla extract

Prep Time: 45 mins

Cooling Time: 2 hrs

Cook Time: 25-30 mins

Total Time: 3 hrs 15 mins

- Step 1** – Preheat oven to 350°F. Line bottom and sides of a 9-inch square baking pan with aluminum foil, allowing 2 to 3 inches to extend over sides; lightly grease (with cooking spray) foil.
- Step 2** – Microwave chopped chocolate and butter in a large microwavable bowl on HIGH until melted and smooth, stirring at 30-second intervals. Whisk in sugar; add eggs, 1 at a time, whisking just until blended after each addition.
- Step 3** – Whisk together flour, baking powder, and salt in a medium bowl. Gently stir flour mixture, food coloring, and vanilla into chocolate mixture, stirring just until well incorporated.
- Step 4** – Pour batter into prepared pan. Bake in preheated oven until a wooden pick inserted in center comes out with a few moist crumbs, 25 to 30 minutes. Transfer to a wire rack, and let cool completely, about 2 hours.
- Step 5** – Prepare the Cream Cheese Frosting: Beat cream cheese and softened butter in bowl of a heavy-duty stand mixer fitted with paddle attachment on medium speed until creamy. Reduce speed to low, and gradually beat in powdered sugar until blended. Beat in vanilla. Increase speed to medium-high, and beat until light and fluffy, about 1 to 2 minutes. Spread frosting over brownies.