



Cylinder Delivery Coordination – VA Loma Linda

It is important that our patients understand the VA Loma Linda Home Oxygen requirements regarding your medical cylinder delivery schedule. The VA Loma Linda schedule is semi-annual home oxygen service, and your individual delivery schedule is based upon your prescription and liter flow rate. Some patients may have additional delivery schedules, based upon liter flow and tank needs.

The VA Loma Linda does not consider being out of portable cylinders as being out of oxygen.

Therefore, last-minute requests for tanks are scheduled as a non-routine delivery and not as an emergency. Requested tank delivery are worked into existing route day visits which are completed in 3-5 business days.

You will receive your route day information by letter.

Your Customer Relations Clerk will call you 48-72 hours before your route day. **This call is on your designated schedule.** When they call, provide them with your order, tanks, and supplies, which are to be delivered on your route day.

If you are between route days and running low on cylinders, call Mid-Cities Medical at our California toll-free number – **(833) 986-4267**, asking for Customer Service. Let them know that you are running low on cylinders and will need an early delivery.

How to know when to call for cylinders between route days:

- **You have 3 E cylinders remaining.** They use the rolling cart
- OR
- **You have 6 B, C, or D cylinders remaining.** They use a carry bag.

The team will take your order, verifying your VA prescription limit as well as your issued monthly cylinder total. **Mid-Cities Medical cannot deliver more than your total VA prescribed amount in a calendar month.** If you use up your full allotment before the month is over, the VA Loma Linda must approve additional tanks until the next month begins. If you still have additional tanks available for the month, the team will create your order and send it to the local branch, who will work with you directly regarding a delivery date. Most non-routine orders are completed in 3-5 business days.



M6,B	M7	M9,C	D	JD	E
3.2	4.3	4.3	4.3	5.3	4.3
11.5	9	12	16.5	16.5	25.5

Thank you for your assistance,
Mid-Cities Medical Home Oxygen Team