



MONTHLY NEWSLETTER

IN THIS ISSUE

Holiday Travel Notice
Requirements

A New Era of Innovation
in Patient Care

How We Protect
Your Health Data
When Using AI

Holiday Calendar

Important Health
Contact Numbers

Just For Fun



Leave us a review



Holiday Travel Notice Requirements

As more patients are missing the required two-week travel notice, we want to stress the importance of timely communication. This policy helps ensure smooth coordination and prevents service disruptions.

If at least 14 days' notice is not given, the VAMC may refuse to cover transportation costs. In that case, patients will be responsible for:

- Arranging and paying for their own oxygen services
- Handling any required services at their destination
- Covering all travel costs until VAMC coordination resumes

NOTE: To guarantee availability and proper coordination, please submit your request at least 14 days in advance – 30 days is preferred.

This policy covers both outbound and return travel. Patients returning to the area should contact us 14-30 days in advance to document their request, complete necessary paperwork, and be added to the appropriate branch's route.

Mid-Cities Medical strives to accommodate all patients but cannot guarantee service for last-minute or short-notice requests. **Early planning ensures smooth coordination and uninterrupted care.**

A New Era of Innovation in Patient Care

We are in an era where artificial intelligence (AI) is revolutionizing healthcare, offering significant benefits at Mid-Cities Medical. By streamlining tasks like understanding medical equipment and reordering supplies, AI improves your quality of life. However, concerns about privacy, regulation, and the loss of human connection can hinder adoption. To address these, **Mid-Cities Medical has developed MedChat**, an online chat platform that prioritizes data security, transparency, and ease-of-use, fostering trust and confidence.

MedChat is designed to enhance, not replace, human interaction. Requests needing personalized attention are promptly escalated to a live agent, ensuring you always receive the necessary support. We've also observed many patients opting out of SMS messaging, which includes critical updates like severe weather alerts, equipment delivery schedules, and supply reminders. While we respect your preferences, we strongly encourage you to remain opted in to receive these important health and safety notifications.

What You Need to Know

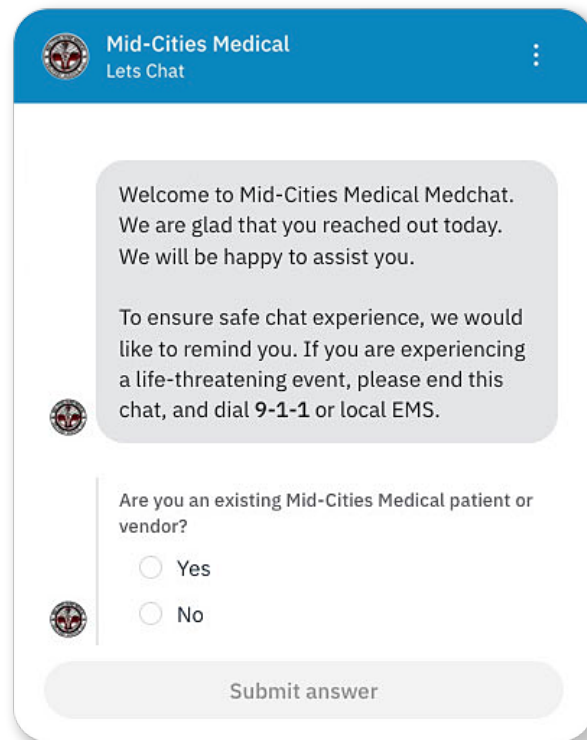
- **MedChat Platform** – Accessible in the lower-right corner of every page on the Mid-Cities Medical website.
- **SMS Number** – All texts come from (855) 942-0939. Please add this to your contacts.
- **Your Mobile Number** – Make sure we have your current mobile number to avoid missed messages.
- **Need Help?** – For questions or to update your contact info, call us toll-free:
 - **Texas:** (888) 450-6676
 - **Arizona & California:** (833) 986-4267

To sign up to receive SMS messages from Mid-Cities Medical, patients have several options:

- **Use the chatbot** by selecting “Let’s Chat” or “Let’s Talk.”
- **Call our offices directly**, toll-free.
- **Send an email** to info@mid-citiesmedical.com – a follow-up phone call will be made to confirm the request.
- **Speak with a Customer Representative on your route day** and request that the opt-In SMS message be sent again.

Better communication. Better satisfaction. Better for our patients. At Mid-Cities Medical, earning and keeping your trust is central to our mission. We’re committed to communicating in ways that are helpful, secure, and tailored to your preferences, so our patients feel supported every step of the way.

This is just one more way we continue to provide World-Class Customer Service and top-quality equipment to every customer, every time.



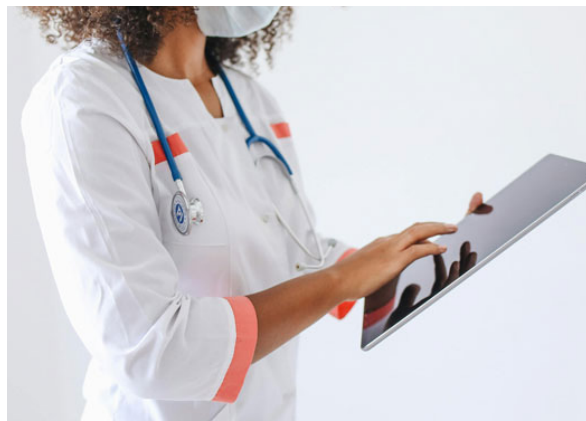
The screenshot shows a mobile chat interface for Mid-Cities Medical. At the top is a blue header with the Mid-Cities Medical logo and the text "Mid-Cities Medical Lets Chat". Below the header, there are two grey message bubbles. The first bubble contains a welcome message: "Welcome to Mid-Cities Medical Medchat. We are glad that you reached out today. We will be happy to assist you." The second bubble contains a safety reminder: "To ensure safe chat experience, we would like to remind you. If you are experiencing a life-threatening event, please end this chat, and dial 9-1-1 or local EMS." Below the bubbles is a question: "Are you an existing Mid-Cities Medical patient or vendor?" with two radio button options: "Yes" and "No". At the bottom is a grey button labeled "Submit answer".

How We Protect Your Health Data When Using AI

We are living in a new era of innovation, where artificial intelligence (AI) plays a pivotal role. Among those who stand to benefit the most from AI are Mid-Cities Medical patients. From enhancing equipment understanding to simplifying the process of reordering supplies, AI has the potential to significantly improve quality of life. However, this promise is not yet being fully embraced by all of our patients.

Concerns about privacy, regulatory oversight, and the impact of AI on human interaction remain significant barriers to adoption. To help address these concerns and encourage wider acceptance of our new online chat platform, Mid-Cities Medical has adopted a human-centered design approach, including clear safeguards for data protection and built to promote trust, transparency, and ease of use, ensuring our patients feel confident and supported.

We have also observed that many of our patients do not clearly understand the difference between artificial intelligence (AI) and generative AI (GenAI), leading to hesitation or mistrust about using AI-enabled tools. Our online chat platform is powered by artificial intelligence (AI) and is designed to complement – not replace – the human connection. When a request cannot be resolved or requires personalized assistance, it is promptly escalated to a live agent to ensure one-on-one support and a seamless experience.



Holiday Calendar



NOVEMBER

- 1st Native American Heritage Month
- 2nd Daylight Saving Time – “Fall Back” One Hour
- 4th Election Day (TX)
- 10th Marine Birthday
- 11th Veterans’ Day – **OFFICE CLOSED**
- 27th & 28th Thanksgiving – **OFFICE CLOSED**

2nd Tuesday runs 11-04-25

1st Wednesday runs 11-05-25

2nd Thursday runs 11-06-25

2nd Friday runs 11-07-25

2nd Wednesday runs 11-12-25

3rd Thursday runs 11-13-25

**Mercedes only*

1st Monday runs 11-03-25

2nd Tuesday runs 11-04-25

3rd Friday runs 11-14-25

3rd Tuesday runs 11-18-25

3rd Wednesday runs 11-19-25

4th Thursday runs 11-20-25

4th Friday runs 11-21-25

4th Tuesday runs 11-25-25

**Redlands only*

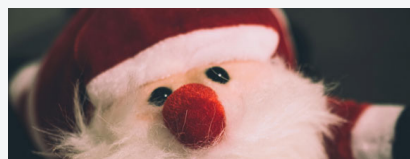
3rd Wednesday runs 11-12-25

3rd Thursday runs 11-13-25

2nd Wednesday runs 11-19-25

4th Thursday runs 11-20-20

4th Friday runs 11-24-25



DECEMBER

- 7th Pearl Harbor Remembrance Day
- 13th National Guard Birthday
- 21st Winter Solstice
- 25th Christmas Day – **OFFICE CLOSED**
- 26th Kwanzaa
- Jan. 1st New Year’s Day – **OFFICE CLOSED**

4th Friday runs 12-26-25†

4th Thursday runs 12-29-25

**Mercedes only*

1st Monday runs 12-01-25

1st Tuesday runs 12-02-25

†Except Redlands

**Redlands only*

3rd Wednesday runs 12-17-25

3rd Thursday runs 12-18-25

4th Friday runs 12-30-25

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

HOW TO STAY SAFE WHILE USING OXYGEN IN THE HOME



VETERANS CRISIS LINE

DIAL 9-8-8

Email: ConfidentialChat@VeteransCrisisLine.net

VA CAREGIVER SUPPORT PROGRAM

Phone: (855) 260-3274

Website: www.caregiver.va.gov

DEPARTMENT OF VETERANS AFFAIRS

OFFICE OF INSPECTOR GENERAL

Website: https://tinyurl.com/52uvkwu9

REPORT ABUSE. BREAK THE SILENCE.

Phone: (800) 252-5400

SPEAK-UP CAMPAIGN

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

Rights patients have if they feel they are being discriminated

Sweet Potato Casserole

Prep Time: 15 mins

Cook Time: 35 mins

Additional Time: 10 mins

Total Time: 1 hr

Servings: 8

- Sweet Potatoes

 - 2 ½ pounds sweet potatoes, peeled and cubed
 - salt
 - 2 tbsp butter
 - 2 large eggs
 - ¼ cup maple syrup
 - ¼ cup buttermilk
 - ½ cup milk
 - ½ tsp vanilla extract
 - ½ tsp salt
 - 1 pinch ground allspice
 - 1 pinch cayenne pepper
- Pistachio Crust

 - ½ cup chopped roasted, salted pistachios
 - ½ cup light brown sugar
 - ⅓ cup all-purpose flour
 - ¼ cup butter, melted
- Step 1

– Preheat oven to 350 degrees F. Grease a 2 1/2-quart baking dish with butter.
- Step 2

– Place sweet potato cubes into a large pot, cover with water, and add a large pinch of salt. Bring to a boil and cook until a knife is easily inserted into a sweet potato cube, about 10 mins. Drain well. Return to the pot and mash 2 tbsp butter into sweet potatoes.
- Step 3

– Whisk eggs, maple syrup, buttermilk, milk, vanilla extract, cayenne pepper, allspice, and 1/2 tsp salt until smooth. Gradually mash sweet potatoes into egg mixture until all are incorporated. Transfer into prepared baking dish.
- Step 4

– Mix pistachios, brown sugar, flour, and 1/4 cup melted butter together until completely mixed. Crumble topping evenly over top of sweet potatoes, gently pressing pistachio mixture down.
- Step 5

– Bake in the preheated oven until topping is browned and casserole is set, 25-30 minutes.

Word Search

corn

cornucopia

dessert

football

harvest

Indians

Mayflower

November

pie

pilgrims

Plymouth

potatoes

pumpkin

religion

stuffing

thankful

Thanksgiving

Thursday

turkey

wishbone

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