

Mid-Cities Medical Delivery Newsletter

Newsletter September 2019 Volume 13, Issue 10

Holiday Calendar

October 2019



9th Yom Kippur

13th Navy Birthday

14th Columbus Day

15th White Cane Day

31st Halloween

November 2019



3rd Daylight Savings End—Fall
back 1 hours move clocks back.

10th Marine Corp Birthday

11th Veterans Day

28th Thanksgiving—Office

Closed

Friday 29th Office Closed

1st Thursday runs 10-31-19

2nd Thursday runs 11-7-19

Third Thursday runs 11-14-19

Fourth Thursday runs 11-21-19

December 2019



7th Pearl Harbor Day

13th National Guard Birthday

21st Winter Solstice

23rd Hanukkah

25th Christmas Day— Office

Closed

Fourth Wednesday runs 12-31-19

31st—New Years Eve Day

January 2020

1st New Year's Day Office

Closed

Important Health Numbers

Emergency Dial 911

Non-Emergency or down equipment: 1-888-450-6676 or 972-641-7445

Veterans Crisis Line:

Don't suffer in silence. Speak with someone that can help you or a family member. We care.

1-800-273-8255

Text 838255 or

Confidential-
chat@VeteransCrisisLine.net

Report Abuse:

Break the silence. 1-800-252-5400 If you are being abused, suspect abuse or have witnessed some one being abused; please call.

“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.

Texas Emergency Preparedness phone information line. **Dial 2-1-1**



“Freedom isn’t free. We will remember all those that have given their lives for our country. Thank you for your service.”

Improving our Customer Care through Connectivity

A few months ago, we said that we were serious about providing superior Customer Care. Part of that Customer care plan is meeting our patients and their social media needs. We are just getting started. However, we truly hope that you will join us on these various platforms.

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

Please understand that for HIPAA security and Privacy reasons we only address patient care questions via telephone calls to our office number 1-888-450-6676. If you have any medical related questions, please contact your VA Primary Care Physician. Our hope is you, our patients, will be encouraged by these changes and will participate by providing feedback.

The simple acts of Fire Safety

When we talk about in-home fire safety, some patients get overwhelmed by the mere thought of where do I start or what do I need? When we say fire safety we are talking about three things: Prevention, Notification and Maintenance.

1. Prevention—What do you need to make your home safe? The VA required a smoke detector and recommends a Fire Extinguisher. You can get both of these items at most of your local hardware stores. In some cities, local Fire Departments offer free smoke detectors to senior citizens or disabled individuals. Please contact your local fire department to see if they have such a program.
2. Notification— Does the safety equipment notify you in the event of an emergency/fire in the home? There are a lot of different detectors smoke, heat, carbon monoxide and some detectors have all three. You should always read the alarm packaging to make sure you are getting the best alarm for your home. You do not want one that alarms for the wrong thing.
3. Maintenance - Unless hardwired into your home or apartment, alarms require maintenance. You should always test them each month. Pick a day of the month that is significant to you and will easily remind you to check your alarm. Next, remember to change your alarm's batteries when the time changes or twice a year. A push of a button will let you know if your alarm is working or not. If you alarm fails to sound, check the battery, retest and it if fails; replace it as soon as possible. Do not put off protecting your life or those of your family's.



Hurricane Season is here

Just this last month the people around Houston once again got reminded that Hurricane season is here. From May through November, Tropical Storms and Depressions can create severe weather here in Texas. Sometimes Texans are aware of these storms arrival days in advance and others small depressions turn into Tropical Storms quickly and dump a lot of water in their path. Always have a plan. Don't risk your life because you did not prepare.

As an oxygen patient, it is important that you stay weather aware.

- Try to watch or listen to the local extended weather forecast at least once a day.
- Have an evacuation plan for your home. Make sure you are able to gather and load as much oxygen as possible before leaving.
- Listen to the State of Texas evacuation orders. Do not try to ride out storms. They can intensify suddenly and become more dangerous then expected.
- If you chose to stay, make sure that all your oxygen is filled and you have emergency back-up. Mid-Cities Medical is not a First Responder Company. This means that we will not be allowed to pass emergency barriers and checkpoints until your local government clears your area for service. You will be responsible for your oxygen until we are allowed access. If you need evacuation or assistance prior to that time, you must call 9-1-1. You can preregister for assistance by signing up with 2-1-1.



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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:

Toll free Phone Number: 1-888-450-6676 or 972-641-7445

Webpage: www.Mid-CitiesMedical.com

Email: vaservices@Mid-CitiesMedical.com

Facebook: Mid-Cities Medical

“I was recently at a VA appointment and the staff was talking about an oxygen inspection team coming. Is that something that I need to be worried about?”

In general, no. Every three years the VA Medical Centers and Mid-Cities Medical have to go through a Joint Commission inspection. What this means is that an inspection team from outside our company comes in and looks at our patient care. Are we following doctor’s orders? Are we seeing our patients? Are following our program’s procedures and policies? Do we meeting the National Patient Care Guidelines setup by them? Think of it like an IRS audit but of your hospital or oxygen company. Some times inspectors do want to talk to patients to make sure they are receiving the care the hospital says that they are getting. However, as a patient, you can refuse to take part with an inspector’s visit request. You have the right to take part or not. You do not have to worry about the inspection team coming to your home without permission. Remember, this is an audit of the hospital or oxygen company not of you, their patient.

“Why can’t I get all in one tubing any more?”

Last year, the Department of Veterans Affairs in Washington D.C. sent out a policy for Fire Safety Devices for their oxygen patients. This requirement outlined that these Fire Safety Valves are to be installed at the patient’s cannula and at the machine or regulator. Because of the requirement of “at the cannula”, the all-in-one cannula and extension tubing are no longer allowed. Therefore, we had to discontinue the product. We understand that this change has been frustrating for some of our patients that liked the all –in –one cannula option. We do apologize. However, this change was made by the Department of Veteran Affairs to increase safety for the patient and the community at large.



****NEW PRODUCT 4 Feet Extension Tubing** This is great for tanks and Travel concentrator patients.**



We want to know!

Do you love your Customer Service Representative or 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 then wonderful”?



The Good



The Bad



The Okay



The Amazing

Write us an email at:

orders@Mid-citiesMedical.com



All about Colors (Donated puzzle and may contain spelling errors)

Aqua	Olive
Beige	Orange
Black	Pink
Blue	Purple
Brown	Red
Fuchsia	Scarlet
Gold	Silver
Gray	Tan
Green	Teal
Lavender	Violet
Lime	White
Maroon	Yellow
Navy	

i	t	u	l	a	m	o	n	p	c	l
r	e	d	n	e	v	a	l	t	n	b
b	l	a	c	k	t	i	r	w	a	r
e	r	e	v	l	i	s	o	o	t	o
i	a	i	s	h	c	u	f	l	o	w
g	c	y	g	p	u	r	p	l	e	n
e	s	d	o	r	a	n	g	e	t	t
l	n	b	l	u	e	r	p	y	i	a
r	i	a	i	o	a	e	i	a	h	u
l	e	m	v	y	g	n	n	k	w	q
t	n	d	e	y	q	p	k	g	n	a



Honey Bun Cake
Allrecipes.com

Ingredients:

- 1 18.25 package of yellow cake mix
- 3/4 cup vegetable oil
- 4 eggs
- 1 8 ounce container of sour cream
- 1 cup brown sugar
- 1 tablespoon cinnamon
- 2 cups confectioners' sugar
- 4 tablespoons milk
- 1 tablespoon vanilla extract

Directions:

Preheat oven to 325 degrees F

In a large mixing bowl combine, cake mix, oil, eggs and sour cream. Stir by hand approximately 50 strokes or until large lumps are gone. Pour half of the batter in an ungreased 9x13 glass baking dish. Combine the brown sugar and cinnamon and then sprinkle over cake. Spoon the other half over the cake batter into the pan and then top with cinnamon sugar mixture. Swirl with a butter knife to it looks like a honey bun.

Bake 40 minutes - serve warm

Make a frosting with remaining ingredients and top cake.