



Holiday Calendar

April 2020

- 1st April Fool's Day
- 10th Good Friday
- 12th Easter
- 22nd Earth Day



May 2020

- 5th Cinco de Mayo
- 10th Mother's Day
- 16th Armed Forces Day
- 25th Memorial Day
Office will be closed
- 4th Monday will be run on Friday, May 29th



June 2020

- 14th Flag Day
- 21st Father's Day



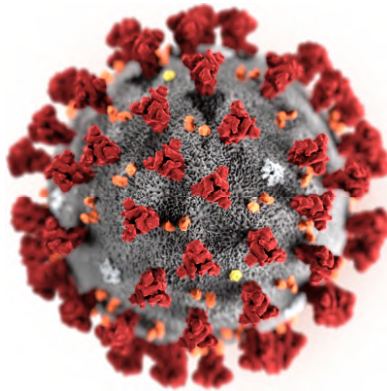
Online Options:

New Patient Survey:

[HTTP://Mid-CitiesMedical.com/survey](http://Mid-CitiesMedical.com/survey)

Feedback, Complaint or Praise:

<https://www.mid->



Covid-19 hits Texas

Mid-Cities Medical is dedicated to the care and education of our patients during this time. Below is information from The Texas Department of State Health and Human Services website.

"The Texas Department of State Health Services (DSHS) is working closely with the Centers for Disease Control and Prevention (CDC) in monitoring the new coronavirus disease 2019 (COVID-19) that is causing an outbreak of respiratory illness worldwide.

At Risk:

- People 65 years or older, and/or people with medical issues, like heart disease, diabetes, high blood pressure, cancer, or a weakened immune system, are at a higher risk for getting very sick from COVID-19.
- If you are a high-risk individual and you develop fever or symptoms, call your doctor.
- If you are not sick enough to be hospitalized, you can recover at home. Follow your doctor's instructions and refer to [CDC recommendations for how to take care of yourself at home.](#)"

If you need help finding a doctor or accessing medical care, call 2-1-1

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

Coming soon 988

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.



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



shutterstock_141743005

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

Facebook: Mid-Cities Medical

Webpage: www.Mid-CitiesMedical.com

Are you seeing patients? Yes. Mid-Cities Medical is an “Essential Medical Provider”. This means that we are able to care for, service and educate patients while this Covid-19 pandemic is occurring. We are daily monitoring the CDC, The Texas Department of Health and Human Service, and County information throughout the State. We will make adjustments to our monthly service as directed by those mandates for Essential Care Providers. As of March 1st, while making standard route day calls, we are asking about exposure and diagnosis of Flu and Covid-19. This allows to provide alternative service options and the wearing of Personal Protective Equipment (PPE) for those identified.

Can I coordinate my home visit? Yes. We are performing standard home visits, “Tag Team” visits, PPE visits and in cases of infected patients the shipping of supplies for the month to allow them to recover without exposing our staff. When we call you, talk to our staff about your specific home visit needs:

- **Standard visits** - You and your household have been self-quarantined and feel safe with our monitored staff coming to your home and performing your service. Hand Sanitation & gloving are to be part of this visit.
- **Tag Team visits** - You or your household have been self-quarantined but feel that you need that extra precaution. You can ask to have the driver call you so that your equipment can be moved to an service area with power outside home, the Technician can check it, knock or call, then back away for you to sign the paperwork, retrieve the equipment and supplies then close the door. We can then come back and pickup our signed paperwork.
- **PPE Visit** - You may also request that we wear a mask. **NOTE:** The CDC has said that a mask will not keep an uninfected person from becoming infected. It is meant for an infected person from infecting others.

2 **NOTE:** We are monitoring our staff. Any employee reporting illness or symptoms are sent home and

Improving our Customer Care through Connectivity

Our Customer care plan is meeting our patients and their social media needs .

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:



Texas Severe Weather Season is here

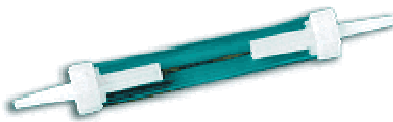
With the start of Spring, the Texas storm season has begun. We have already had our first tornado in Northwest Texas. As an Oxygen patient, it is important that you stay weather aware and prepared for emergencies.

prepared for emergencies.

- Daily: watch the local news or use a weather app to check the daily and extended forecasts.
- Make sure that your cellphone is setup to allow emergency warnings.
- Monitor your back-up.
 - A. If you have a Fill Station, be sure to fill your back-up tanks.
 - B. If you have a pre-filled tank, read the tank's pressure monthly to assure that you have enough back-up. If your back-up tank is below 500 pounds of pressure, call the office for a replacement.
- Keep your tanks together, in the rack or lying flat. This gives you and First Responders one place to go should you have to be evacuated.
- Have an Emergency and Evacuation plan. Always seek shelter in and emer-

Water Condensation Collection

With the Spring cold fronts coming, patients may experience water condensation. If you are experiencing this, please call our office at 1-888-450-6676 and ask to have Water Traps added to your monthly order or have them shipped out to you. The water condensation is not the machine "pumping" water. It is the cold air causing water to form from the Humidifier. The Water Trap collect the excess water.



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 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

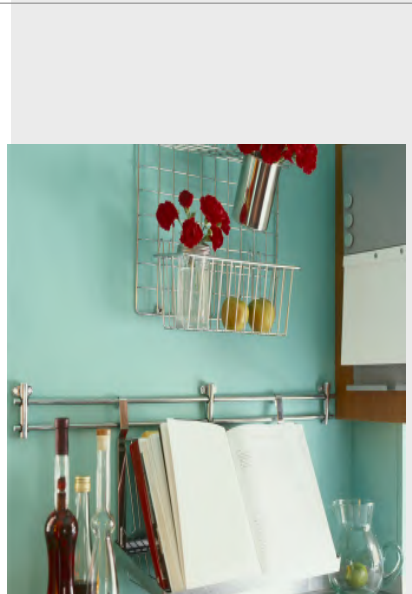


Knife Skills

*armoredpenguin.com (Donated puzzle and may contain spelling errors)

baton	Julienne
bloster	kitchen
boning	mince
bread	paring
bridge	peel
brunoise	rivet
chefs	round
chiffonade	serrated
claw	shears
cleaver	slice
cutting edge	spine
dice	steak
filleting	tang
heel	tip
jardiniere	utility

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



Tosceno Soup
Allrecipes.com

Ingredients:

- 4 skinless, boneless chicken breast halves
- 1 teaspoon ground ginger
- 4 ounces soy sauce
- 2 tablespoons dried minced onion
- ½ cup packed brown sugar
- ¾ cup bourbon
- ½ teaspoon garlic powder

Place chicken breasts in a 9x13 inch baking dish. In a small bowl combine the ginger, soy sauce, onion flakes, sugar, bourbon and garlic powder. Mix together and pour mixture over chicken. Cover dish and place in refrigerator. Marinate overnight. Preheat oven to 325 degrees F. Remove dish from refrigerator and remove the cover. Bake in the preheated oven, basting frequently, for 1 1/2 hours or until Chicken is browned and juice runs clear.

PREVENTION OF COVID-19

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to take steps to avoid exposure to this virus, which are similar to the steps you take to avoid the flu.



- Wash hands with soap and water.



- Use hand sanitizer as backup.



- Cover coughs and sneezes.



- Avoid touching face.



- Disinfect often touched surfaces.



- Avoid close contact.

DSHS recommends these everyday actions to help prevent the spread of any respiratory virus, including COVID-19:

- Wash hands often for 20 seconds and encourage others to do the same.
- If no soap and water are available, use hand sanitizer with at least 60% alcohol.
- Cover coughs and sneezes with a tissue, then throw the tissue away.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Disinfect surfaces, buttons, handles, knobs, and other places touched often.
- Avoid close contact with people who are sick.

DSHS also recommends that you start practicing social distancing. Social distancing involves staying away from other people to avoid catching or spreading illness. It's a fancy term for avoiding crowds and minimizing physical contact. This could mean avoiding concerts or weddings, skipping the handshake, and/or staying at least six feet away from others.

WILL YOU BE READY FOR A DISASTER?

DO YOU KNOW:

WHERE YOU WILL FIND YOUR LOVED ONES?

WILL YOU HAVE ESSENTIALS, SUCH AS WATER OR MEDICATIONS?

HOW YOU WILL GET TRUSTED INFORMATION?

Are you ready or not? If you can't easily answer these three key questions, visit TexasPrepares.org today. Follow a simple step-by-step online guide to building your plan—including family strategies, handy checklists and special needs considerations for the disabled, the elderly and pets. When disaster hits, Texans need to be ready.

Go to TexasPrepares.org today
Or dial 2-1-1 for more
Information.

