



### Holiday Calendar

#### June 2020

14th Flag Day

21st Father's Day



#### July 2020

4th - Independence Day



3rd - Office Closed - All Friday routes moved back 1 week.

1st Friday runs 7-10-20

2nd Friday runs 7-17-20

3rd Friday runs 7-24-20

4th Friday runs 7-31-20

26th - Parents' Day



#### August 2020

No holidays

### Online Options:

#### New Patient Survey:

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

#### Feedback, Complaint or Praise:

<https://www.mid-citiesmedical.com/contact>

### Oxygen Tank Storage

Oxygen tanks are either steel or aluminum tanks with compressed oxygen inside the tank. It is important that these tanks are properly stored to assure the safety of patients and those in their community.



M and H size tanks, like the one shown to the left, can weigh up to 100 pounds. Keeping these tanks in a H tank stand is important. It prevents that heavy tank

from falling over on patients and others in the residence. People can be bruised, get broken bones or other injuries.

E size tanks are about three feet tall. They should be stored in an oxygen cart, tank rack or lying flat. Even those these tanks are smaller, people can be cut by a falling stem or bruised by the weight of the tank.

B and D size tanks are the smallest between 12 and 18 inches tall. They are the lightest tanks. However, that does not make them any less dangerous. People can still be cut or bruised should a tank fall on or against them. This tanks should be store in a bag, tank rack or lying flat.

It is important that you prevent your tanks from falling over. Protecting the stem/value connection is important. Should it be knocked loose, tanks can go airborne and cause property damage, injury or death. Always secure your tanks.

## 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](http://www.smokefree.gov) or

[www.betobaccofree.gov](http://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.”*



**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](http://www.Mid-CitiesMedical.com)

**Email:** [CS@Mid-CitiesMedical.com](mailto:CS@Mid-CitiesMedical.com)

***“Is the VA Medical Center going to bring back the one piece cannula?”***

At this time, we do not know of any plans to return to the one piece cannulas. The National Fire Safety requirement has not changed. Therefore, Fire Safety Valves are to be placed at the cannula connection and at the oxygen source. Should you have any questions about this requirement please contact your local VA Pulmonary Home Oxygen Coordinator. They can speak to you about the requirement and answer your VA specific questions.

***“Does my route day change every time there is a holiday?”***

As a rule of thumb; No. We try to minimize the route day moves for a holiday. Our desire is to keep as many people on their routine route day as possible. Our first choice is to always take advantage of extra days in the month. However, in month’s like November when Thanksgiving takes a Thursday route it is possible that all the Thursday routes will be moved up one week if there is no fifth Thursday in that specific calendar month. If there is a fifth Thursday, then we would just move the fourth Thursday route. Always check the calendar on the front page of the newsletter. We post a quarter’s worth of holidays and route moves in an advance.

***“I’m new. Can I really take my survey online?”***

Yes you can just go to <http://mid-citiesmedical.com/survey>. The link is also available in the welcome letter, the Oxygen Manual and the monthly newsletter.



## We want to know!

**Do you love your Customer Service Representation 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: [CS@Mid-citiesMedical.com](mailto:CS@Mid-citiesMedical.com)**

**Want to place an order? [Orders@Mid-citiesMedical.com](mailto:Orders@Mid-citiesMedical.com)**

### **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:**

**Mid-Cities Medical 3017 Red Hawk Drive Grand Prairie, TX 75052**

### **Working together to protect you and your health**

Over the last two months, many patients have been stressed about the flood of information around COVID-19. Many expressing concern for their safety and possible exposure by our staff. Please be reassured that we are taking your health and wellbeing seriously.



- ◇ Staff a monitored each day; temperature, signs, symptoms and possible exposures.
- ◇ We have purchased Personal Protective Equipment throughout the Pandemic and have trained staff on it's proper use.
- ◇ We offer service and delivery options to assure you feel safe during your monthly visits.
- ◇ We have been asking patients pre-screening questions for exposure and diagnosis changes.
- ◇ We frequently sanitize commonly used surfaces & requiring masks in the offices.

# WILDFLOWERS

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

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| ADAMANDEVE              | BUTTONWILLOW   | FOXGLOVEBEARDTONGUE | OSWEGOTEA       |
| ADDERSMOUTHORCHID       | CARDINALFLOWER | GHOSTFLOWER         | PIGPOTATO       |
| AGRIMONY                | CHICORY        | HAIRYCATSEAR        | PUTTYROOTORCHID |
| ALFALFA                 | CINNAMONFERN   | HARVESTLICE         | QUAKERLADIES    |
| AMERICANTOADFLAX        | CLAPWORT       | HOPCLOVER           | STARCUCUMBER    |
| ANEMONE                 | COBBLERSPEGS   | JACKINTHEPULPIT     | STINKINGCLOVER  |
| BARRENSTRAWBERRY        | CRIMSONBEEBALM | LADYBYTHELAKE       | THIMBLEWEED     |
| BEECHDROPS              | DEVILSTOMATO   | LIVERLEAF           | WATERCHINQUAPIN |
| BEGGARTICKS             | DEWBERRY       | LYREFLOWER          | WHITEAVENS      |
| BELLFLOWER              | DOLLSEYES      | MASTERWORT          | WILDOATS        |
| BLACKEYEDSUSAN          | DOWNYASTER     | MAYAPPLE            | WITCHESTHIMBLES |
| <sup>4</sup> BLADDERNUT | DUCKPOTATO     | MICHAELMASDAISY     | WOODSAGE        |
| BURMARIGOLD             | FAIRYSLIPPER   | NAVAJOSPINACH       | YELLOWCORNILLY  |
|                         |                | NIGHTCAPS           | YELLOWTREFOIL   |