



Holiday Calendar

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

September 2020



LABOR DAY

7th - Labor Day Office Closed

1st Monday runs 8-31-20

11th Patriot Day

13th Grand Parents Day



Protecting your Health

As the State of Texas stops it's Open Up Texas COVID practices, due to hot spots throughout the State. It is important that you continue to practice safe health habits.

- Wash your hands often and 60 seconds of brisk rubbing to include fingertips, knuckles and wrist areas.
- Wear a mask whenever your are out in public or have a visitor into your home.
- If you must sneeze or cough, use a tissue or your sleeve. If you use a tissue, throw it away so that no one else has to handle it.
- Use alcohol based hand sanitizer after you touch something or are unable to get to and use soap and water.
- Do not socialize in large groups.
- Do not stay around or allow anyone to stay around you if they are complaining about fever, chills, coughing, lack of taste or smell and/or having trouble breathing.

If you think you have been exposed to COVID-19 or develop symptoms,

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.

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>



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



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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

Facebook: Mid-Cities Medical

Webpage: www.Mid-CitiesMedical.com

What are you doing to prevent the spread of COVID-19 to your patients?

All staff members must get through daily temperature check and answer screening questions. These questions include exposure questions, symptom checking and if they have taken any medication that would hide, mask or reduce their temperature or symptoms.

We are pre-screening patients when we call for their monthly service call. We are asking if anyone in the residence has been diagnosed with Flu, Corona or had any COVID symptoms.

We are offering multiple delivery options for our patients so they can get their service at a level they are comfortable with.

For those that do not want any contact during the pandemic, we are able to ship supplies. We can not ship equipment. If your equipment goes down, we will arrange one of the alternative delivery options.

Tag Team - You and your Technician work together to complete the delivery. Using the phone, we can let you know we are there, you can place the machine on the porch (if you have electrical outlets close to or on the porch), shut the door, we will approach, do our service and drop supplies and leave the order for you to sign. We will knock or call you back to let you know we have moved over 6 feet away. You can then open the door retrieve the equipment and supplies, sign the order and then go back inside. We will approach, get our paperwork and leave.

Mask Deliveries - Patients wanting full service can have our masked Technicians come to their home.



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



With the start of Summer, in June, there is an increase of Fire Hazards in and around patient homes. Oxygen patients must always be on the lookout for these everyday practices that can cause injury to them, their family or others in their community. Taking a few extra moments to be safe and fire hazard wise can be the difference between a good time and severe injury. These items include: Bar-b-cues/Grilling out, Camping/Campfires, Fireworks, Yard work, Power tools, Flag Retirement Ceremonies or Gatherings where family or community could be smoking.

Events that have an open flame, a heat source or can cause sparks should be avoided if possible. If it is not possible, then practice safe distancing. Stay over 10 feet away from the flame, heat source or sparks. If you are in a crowd, stay away from people who are smoking and vaping. They have a heat source that could ignite your oxygen. If you must work with a fire hazard, turn off you oxygen, 15 minute minutes so that excess oxygen evaporates from hair and clothing. You

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

Things only a Texan would understand *armoredpenguin.com (Donated puzzle and may contain spelling errors)

ATTITUDE	EAST	OFFICIAL
AUSTIN	EGOS	PECAN
AUTHENTIC	FESTIVALS	PIE
BBQ	FIELDS	PYRAMID
BEANS	FLAG	SAN ANTONIO
BELL	FLOWER	SERIOUSLY
BIG	FOOD	SOUTH
BLUE	FRIED	SPRING
BLUEBONNETS	GRASS	STATE
BUILDING	HATS	TACOS
CAPITOL	HIGHWAY	TALLER
CHICKEN	HOURS	TEXAN
CHILI	HOUSTON	THINGS
CREATION	LAWNS	TRAFFIC
DALLAS	LAWS	TRAVELING
DEVOTED	LIKE	UNDERSTANDS
DISH	MOWING	WEEKEND
EARFUL	NORTH	WEST

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



In the Kitchen...

Easy Slow Cooker French Dip

- 4 pound rump roast
- 1 (10.5 ounce) can beef broth
- 1 (10.5 ounce) can condensed French onion soup
- 1 (12 ounce) can of beer (optional)
- 6 French Rolls
- 2 Tablespoons of Butter

- 1) Trim excess fat from the Rump Roast, throw away fat and place Roast in a slow cooker.
- 2) Add the beef broth, onion soup and beer. (You can substitute extra broth or stock if you do not want to use beer)
- 3) Cook on low for 7 hours
- 4) Preheat oven to 350 degrees F
- 5) Split the French Rolls and spread on the butter. Bake 10 minutes or until heated through
- 6) Slice the meat on the diagonal and place on the rolls.
- 7) Serve the excess sauce for dipping.