



### Holiday Calendar

#### August 2020

No holidays



#### September 2020

7th - Labor Day  
Office Closed



1st Monday runs **LABOR DAY**  
8-31-20

11th Patriot Day

13th Grand Parents Day

#### October 2020

12th Columbus Day

16th Boss's Day

17th Sweetest Day

31st Halloween



### 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>

### Fall Reduction and Prevention

Oxygen patients often complain about being repeatedly asked by medical staff if they have fallen. Falling is a broad term that covers a lot of different things.

- Slipping falls on water, oil or other slick surfaces.
- Tripping falls where your foot or feet catch on a rug, a rock, a tree branch or some times your other foot.
- Accidental falls where you are in a chair that break, a ladder that slips and comes down or other such events.
- Weather falls where Mother Nature is the cause of your fall, rain, ice, water or wave.
- Medical falls where medication, medical conditions, blood sugar and operation/recovery can contribute to a fall.

We have all seen the videos of people falling and laughed about the fall. However, when it comes to falling it is not a laughing matter. If you have fallen, it is important that you tell your doctor and be honest about how you fell.

As on oxygen patient, you have less oxygen in your blood. Therefore, your muscles are weaker and become tired more easily when off of your oxygen therapy. Statistics have shown that once a patient start falling, the frequency and severity of those fall increase. Today, it might be just tripping over a runner and getting a bruise on your knee. Tomorrow, it could be standing up from your chair and falling face first into the coffee table. Being honest allows your doctors to monitor your oxygen and medications to help keep you stay safe.

## 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.”*



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

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

***“The holidays are coming. Are you going to be putting out a holiday schedule? I like to plan my trips. I just want to make sure I know when I’ll be seen or if I need to re-schedule my oxygen because of my trip.”***

Yes. We put a holiday calendar on the front of the newsletter every month. Due to the number of holidays in the last quarter of the year, we publish as much of that calendar and the reschedule dates as soon as we can. It usually occurs in September. We publish September through December or January depending upon where the holiday and routes days are moved. If there is a lot, we publish that changes as the front cover of the newsletter. If there are just a few, we publish them in the left hand bar on the front page section. We usually publish route changes two months in advance.

***“My family and I have been staying at home due to COVID. Can I get additional supplies?”***

Yes. Some patients have ordered a couple extra just to be sure they will have enough supplies. We have let them know; we do have enough oxygen supplies and can ship from other branches if we need to. They do not have to worry about stockpiling supplies. We have enough for everyone. We understand that many patients are worried about having individuals in their homes. We can mail their supplies or “tag team” their delivery to limit outside exposure. Additionally, we let them know that our staff is wear PPE and safe health practices set forth by The State of Texas and Health and Human Services.



## 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 than 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)**



### **The VA Continues It's Crack Down on Smokers**

As an Oxygen patient within VA VSIN 17, you signed onto the Home Oxygen Program with an agreement to not smoke or work toward becoming a non-smoker. Despite safe smoking practices being taught by both the VA Medical Centers and Mid-Cities; oxygen related smoking injuries continue to occur throughout the VISN service area. Some patients have been confused about what items are meant by the VA Medical Centers when they say no smoking. Yes, that is the standard smoking items; cigarettes, cigars and pipes. But it also includes vape pens of all types and other prescribed/nonprescribed smoking items. Vaping is considered to be just as dangerous, due to the battery or power source, as the other traditional smoking items. If you are a smoker and on Home Oxygen, always turn off your oxygen, wait 15 minutes for the oxygen to evaporate and smoke outside or more than 10 feet away from your oxygen and equipment. If you need help to quit, contact your VA doctor or see the resources on the front of this newsletter.

### **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**

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

Adzes	Dremel	Planer	E	C	L	H	D	H	I	S	L	T	S	D	R	Y	W	A	L	L	A
AirHammer	Drill	Prybar	W	S	E	A	E	R	C	J	U	S	C	R	E	W	A	S	G	I	J
Awl	DrillPress	Punch	S	I	H	M	H	S	I	N	R	A	V	T	A	I	R	I	R	A	R
Bandsaw	Drywall	Putty	U	L	U	M	T	G	R	L	U	E	H	P	S	R	S	H	I	T	R
BayonetSaws	File	Rasp	L	E	E	E	G	L	C	E	L	P	T	T	C	L	A	W	N	E	T
BeltSander	Grinder	Router	I	W	L	R	R	W	U	M	N	P	A	I	O	M	W	I	D	V	S
BisquitJoiners	Grinder	Sandpaper	I	R	A	U	I	P	L	E	I	I	R	T	M	R	S	N	E	O	E
Bolt	Hammer	SawsAll	V	E	M	S	N	L	A	R	N	C	O	E	S	A	A	L	R	D	T
C Clamp	Jig	Screw	L	D	E	A	D	A	R	D	U	R	R	J	S	S	L	B	O	A	W
Chisel	Jigsaw	Stain	O	N	R	E	E	N	S	L	E	W	O	R	T	S	L	L	Y	O	A
CircularSander	Level	TapeMeasure	I	A	D	M	R	E	A	D	L	I	A	I	I	A	I	O	R	T	
CircularSaw	Mallot	TileCutter	S	S	C	E	O	R	N	B	E	H	B	O	L	T	U	D	A	T	P
Clamp	Miter	ToolBelt	L	K	O	P	S	A	D	T	W	R	N	W	E	D	G	Q	Z	N	R
Compressor	NailGun	Tools	H	S	W	A	S	T	E	N	O	Y	A	B	C	L	N	O	S	E	W
DiskSander	Nails	Trowel	N	I	W	T	E	A	R	B	D	O	I	L	U	H	Y	F	L	I	S
Dovetail	Nut	Varnish	E	D	L	L	R	E	R	P	A	E	L	E	T	N	I	A	P	O	B
Dowel	OrbitSander	Vice	R	E	P	A	P	D	N	A	S	I	G	B	T	L	M	S	W	C	J
Dremal	Paint	WoodGlue	B	C	L	A	M	P	U	C	R	O	U	T	E	R	W	S	E	M	A
			L	I	S	E	O	A	M	D	V	O	N	T	R	L	E	V	E	L	O
			I	V	L	C	C	L	A	M	P	U	T	T	Y	L	T	Y	L	G	R



## In the Kitchen...

### Quick and Easy Peanut Brittle

- 2 Tablespoons of Butter, salted
- 1 cup Sugar, granulated
- 1/2 Teaspoon of Table salt
- 1 cup Peanuts, all types, dry roasted and salted

- 1) Line a pan with parchment paper
- 2) Melt butter in a saucepan over medium heat.
- 3) Stir sugar and salt until dissolved completely.
- 4) Remove saucepan from heat, add peanuts
- 5) Stir to coat completely
- 6) Immediately pour onto prepared pan and spread into an even layer to cool.
- 7) Refrigerate until brittle separates from parchment . Approximately 30 minutes.
- 8) Break into pieces and serve.