



Dear Veteran Patients, Caregivers and Family Members,

As we all head into the end of the year and this holiday season, we here at Mid-Cities Medical, acknowledge that 2020 has been a rough year for many of you. Beside your daily life activities, we all have had to deal with the pandemic, and all its changes. Many patients have felt scared, overwhelmed or upset by what is happening around them.

Despite these challenges, you continued to put your faith in us. You trusted us to care for you and your health needs throughout 2020. We were happy to take care of you by practicing the highest level of care, sanitation and professionalism. Assuring your wellbeing, servicing your Home Oxygen needs, and providing “world class” service is our only goal. We are truly honored to care for each of our patients which are our fellow Veterans.

We here at Mid-Cities Medical want to wish you a wonderful holiday season. May you find joy in this special time of year. May you find peace in the wonder that surrounds you. May you have a Merry Christmas Season with good health and happiness in the coming New Year.

Best Wishes always,

The staff of Mid-Cities Medical

Tracy, Brian, Alana, Hilda, Laryssa, Ernest, Jessica A., Regina, Renona, Dawn, Josie, Lisa, Misty, Briana, Juanita, Twimell, Bernice, Sendy, Jess A., David, Kel, Jason, JR, Michael, Reggie, Robert, Karin, Derrick, Byron, Joe, Terry, Eric, Angel, Eddy, Jesse, Andrew, Nate, Frank, Henry, Miguel, Sebastian, Abel, Richard, Ruben, Robert and Cris



Holiday Calendar

December 2020

7th Pearl Harbor Re-
membrance Day



25th Christmas Day

Office Closed

4th Friday runs 12-29-20

31st New Year's Eve

January 2021

**1st - New
Year's Day -
Office closed**



1st Friday runs on 1-8-21

2nd Friday runs on 1-15-21

3rd Friday runs on 1-22-21

4th Friday runs on 1-29-21

18th Martin Luther King Jr Day

February 2021

14th Valentines
Day



15th Presidents' Day

Holiday Season in- creases fire hazard risk

1. For many the holiday season is a special time; the twinkling lights, the dancing fireplaces, and the flickering candles. It is easy to forget with the holidays comes an increase of fire hazards and the need to increase oxygen awareness and fire safety preparedness. Here are some quick safety tips to help keep you and yours safe this season.

The best practice is do not smoke, use an open flame, or interact with a heat source while using your oxygen. If you must engage in these behaviors, here is the best practice. Take off your oxygen and turn off the oxygen machine, regulator or flow. Wait 15 minutes after taking off your oxygen before you smoke, allow anyone to smoke around you, or engage in a fire risk activity.

1. Never smoke or allow anyone else to smoke while you are using your oxygen. Always smoke outside and off your oxygen.
2. When lighting candles or fireplaces, make sure you are not wearing your oxygen and have waited 15 minutes before attempting to light or extinguish an open flame. These items can cause burn injuries (Pg. 4)

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 or 988

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.”



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

Email: CS@Mid-CitiesMedical.com

Facebook: Mid-Cities Medical

Webpage: www.Mid-CitiesMedical.com

“I have not got my 2021 calendar. Are you going to be giving those out this year?”

Yes. The 2021 calendar are being issued in December, January and February. Your new calendar should be posted with the new Oxygen in Use No Smoking sign. This new sign should be posted in your Kitchen. We recommend that patients use the magnet to hold up the new sign. Please be aware that the VA Home Inspectors and Nurses are looking for these new “Oxygen in Use signs”. If you have not gotten both of the “Oxygen in Use” Sign & 2021 Calendar, please let your Technician know.

“My Driver told me that my route time may change now that your company is using the electronic tablet. Is that true?”

Yes. It is true that some patients may be seen earlier or later than previously seen. One of the many benefits of the electronic platform is Route Organization. This function looks at all the addresses for each day’s routes and put them in a “Best Performance” schedule. Because of this option, some patients may be moved from the paper routes. Another benefit of the electronic routing, is that we can “live track” your Technician and give better estimated times of arrival (ETA) times. Helping you the patient to better plan your day and know when we will arrive.



VA Opens Flu Shot Clinic The VA hospitals throughout VISN 17 are open and taking patients. Some hospitals are doing Drive-Through Flu Shot Clinics so that patients can stay in their vehicles. Other VA hospitals are doing patient walk up clinics and are practicing social distancing in the waiting lines. Patients should contact their local VA Hospital and/or Clinic to see which immunization you need or if you need both Flu and Pneumonia booster shots. If you need more information call your local VA

3. Space heaters are great. Keep all your oxygen hoses, blankets, rugs, wrapping paper or clothing away from the heat source. As a safety check, make sure it has a “knock over” safety kill switch to prevent accidental fires.
4. Do not use gift wrap in your fireplace. Some gift wraps have plastic in them which can cause a fire in your chimney. Clean and inspect your chimney annually. This will help prevent home fires.
5. Do not leave food items cooking unsupervised. Holiday guests, family, or phone calls can pose a risk. The problem is that dishcloths may be too close to the stove, grease can catch fire, or food items may burn. This type of seemingly harmless activity can cause property damage and physical burns to you or family members trying to put out the fire.
6. Extension cords are both a fire and trip hazard. They are a great way to add additional lights and decorations. However, It is easy to forget that fuses are intended only let so much current be pulled in a room. When we start adding extension cords and plugging multiple strands of lights and decorations in, we can blow a fuse, overheat the plugs or cause sparks from a shorting power strip.
7. Every year Christmas lights and dried Christmas Trees cause home fires. Be sure to turn off your lights every night before going to bed and water your live Christmas tree every day. You should add more water when the water level is low.
8. Make sure you prepare for a fire. Working smoke detectors act as a first line of defense. A fire extinguisher can also help you suppress flames long enough to get out of the home.
9. Plan your escape. Be sure to discuss exit plans with family and friends visiting your home or staying the night. People often panic during a house fire. Have a prearranged meeting place to stop people re-entering the home looking for you.
10. Fire Safety Adaptor is a safety device that stops the flow of oxygen when activated. This won't prevent a fire but is designed to stop the oxygen through the cannula should your oxygen tubing catch fire.

Take a few minutes to create a checklist, to assess the dangers and plan how to keep safe and enjoy the season. Prevent burns, property damage, and possible death by looking at your oxygen and fire risks. Think twice about your safety this season. **We wish all our patients a very safe and healthy holiday season.**



We want to know!

Do you love your Customer Service Representative or Driver -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

Via our Website:

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

Feedback, Complaint or Praise: <https://www.mid-citiesmedical.com/contact>

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

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

| | | |
|--------------|------------|-----------|
| Advent | Gold | Rudolph |
| Angel | Goodwill | Santa |
| Bauble | Holly | Shepherd |
| Bethlehem | Joseph | Sleigh |
| Blitzen | Lights | Sleigh |
| Bows | Manger | Snowflake |
| Candle | Mary | Stable |
| Chimney | Mistletoe | Star |
| Comet | Myrrh | Stocking |
| Cupid | Nativity | Stuffing |
| Dancer | North Pole | Tinsel |
| Dasher | Peace | Tree |
| Donkey | Prancer | Turkey |
| Donner | Presents | Vixen |
| Elves | Pudding | Wisemen |
| Frankincense | Reindeer | Workshop |
| Garland | Ribbon | Wreath |

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



In The Kitchen: Sparkling Punch

Courtesy of Allrecipes.com

Ingredients:

- 2 Lemons
- 3 Large Oranges
- 1 (6 ounce) can frozen lemonade concentrate
- 1 liter club soda
- 2 bottles sparkling apple cider
- 1 tablespoon white sugar
- 2 trays of ice cube

Directions:

- Thinly slice the lemons and the oranges and place in a large punch bowl
- Pour in the thawed lemonade concentrate
- Gently stir in the club soda and the sparkling apple cider
- Add sugar to taste
- Add ice.

Approximately 20 servings