



Atos
Care

Welcome to
Atos Care

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Welcome to Atos Care

Our goal at Atos Care is to ensure you have access to the support you may need during your rehabilitation and onwards.

This brochure provides an overview of the support we can offer to you, your family and caregivers. You'll also find a sign-up sheet you need to fill out and return, so we can tailor the right support experience for you.

If you have questions or need help, please contact an Atos customer care representative.



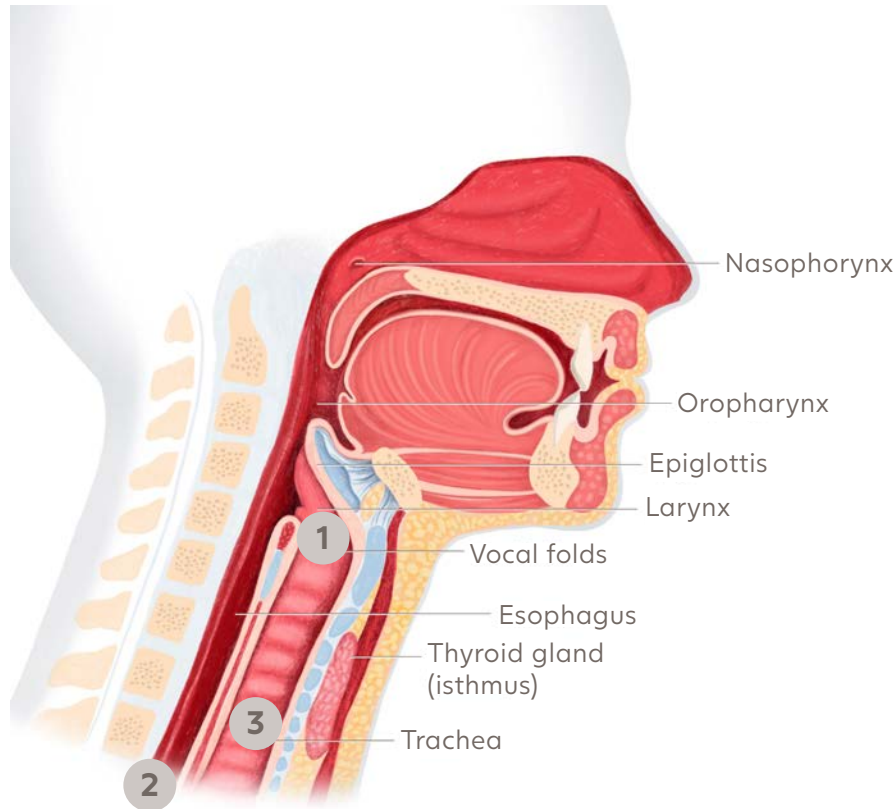
What is a total laryngectomy?

A total laryngectomy is a surgery performed in the advanced stages of cancer. The procedure involves removing your voice box (larynx). Its removal means you will require support to learn to speak again.

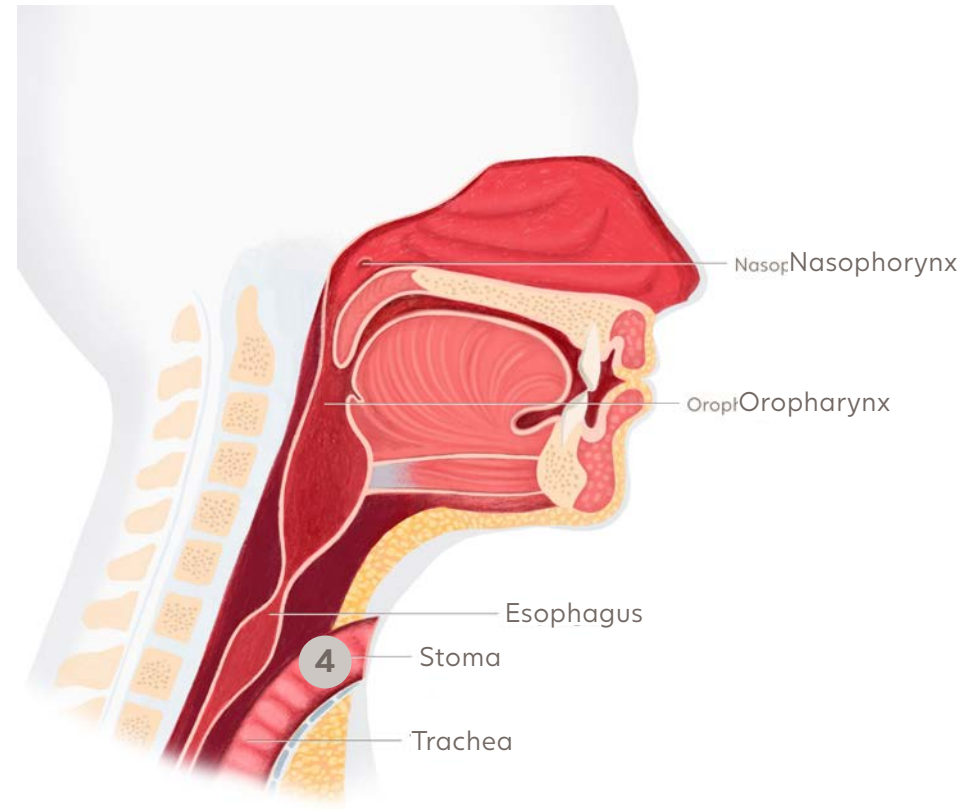
Breathing through a stoma instead of the nose and mouth means there will be changes to the way you breathe, smell and swallow. In particular, you'll have to adjust to a different way of breathing, with support from a heat and moisture exchanger (HME), to keep your lungs healthy and working properly.

Living with a laryngectomy may not always be comfortable or convenient, but it does not have to interfere with a full, active, and social life.

Before total laryngectomy



After total laryngectomy



1

Vocal cords

The vocal cords are folds of tissue in the throat that vibrate in the airstream to produce the voice.

2

Foodpipe

The foodpipe is the tube that takes food from the back of the mouth to the stomach.

3

Windpipe

The windpipe is the air passage from the throat to the lungs.

4

Stoma

The stoma is a permanent opening in the neck, connected to the windpipe.

Introducing Atos Care

Atos Care is a patient program to support your rehabilitation and living with a neck stoma, from diagnosis onwards. Because your needs vary in different stages of living with a laryngectomy, the program is organized on two program tracks that better reflect your journey over time: Best Start and Best Me.

Atos Care was designed around the three major themes of support, patient education, and quality of life. It includes services, products and tools such as:

						
Support pre-surgery & Laryng- ectomy.info	Writing pad to support patient & Caregiver webinar to support relative	Coming Home Kit & Atos MyLife app	Welcome call & Welcome pack & Quality of life Assessment	Specialized Nursing Support & Customer Care follow up	On demand educational webinars for you and your carers	Atos Care community patient events and webinars

Signing up for Atos Care is easy – please see page 18 or [scan this QR code](#)



^{Atos}
Care • Best Start

Set for success with Best Start

Best Start is there to support you in your first year after diagnosis. It includes the tools and in-person resources that can help ease the transition from hospital to home. Access the right products, learn how to use and maintain them, and receive support in building good habits.

^{Atos}
Care • Best Me

Continued support with Best Me

Best Me builds on the foundation created with Best Start after the first year and onwards. It helps you better take advantage of the range of innovations and training available, such as support for improvements in breathing, speech and self-care. We also actively support community and peer programs that can connect you with others living with a laryngectomy.



Customer care





“

“I have felt supported by the clinical advice Atos Care have given me in the transition period after my surgery.”

Garry from NSW

Atos customer care representatives can answer your questions and advise on everything from products to best practice for optimal care and well-being.

All customer care representatives have been highly trained in everything to do with laryngectomy, and how and when the right Atos product is right for your life situation. They are also your contact when placing or refilling an order.

Specialist clinical team

The Atos specialist clinical team is available for help with all of your laryngectomy questions, and to help optimize your day-to-day care routines. They will work closely with you and your healthcare professional to understand your needs and provide the answers and support that best address them.

Specialist clinical team support can be provided via phone, email, or text message.





Ask our team

The Atos specialist clinical team can provide advice and answer many of your questions. If you're not sure about a topic, the best thing to do is ask – chances are, they can help. Frequently-addressed subjects include:



Learning to look after your stoma



Using heat and moisture exchangers (HME) and supporting lung health



Skin care around your stoma



Speaking after a laryngectomy

Learning through connection

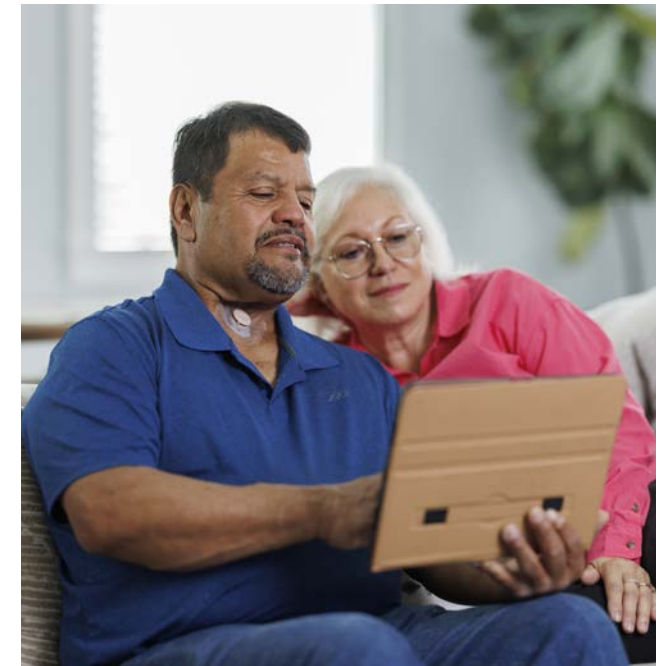
The Atos Care program includes help connecting to local community and peer support. Shared experience, whether online or in person, extends valuable life learnings throughout the community, and can be a reassuring resource for addressing regular or uncommon challenges.



Access to experts

Supported events can also include healthcare professionals such as speech pathologists who can share valuable information, tips and best practice that might be hard to find on your own. Past events have included presentations and speakers on themes such as:

- **Looking after your lungs**
- **Travel**
- **Breathing exercises**
- **Dealing with the unexpected**



Digital support

Atos Care provides support at your fingertips, often 24/7, through various online tools or channels. Learn more about laryngectomy, products, day-to-day device care, general tips and troubleshooting conveniently through your favorite device.

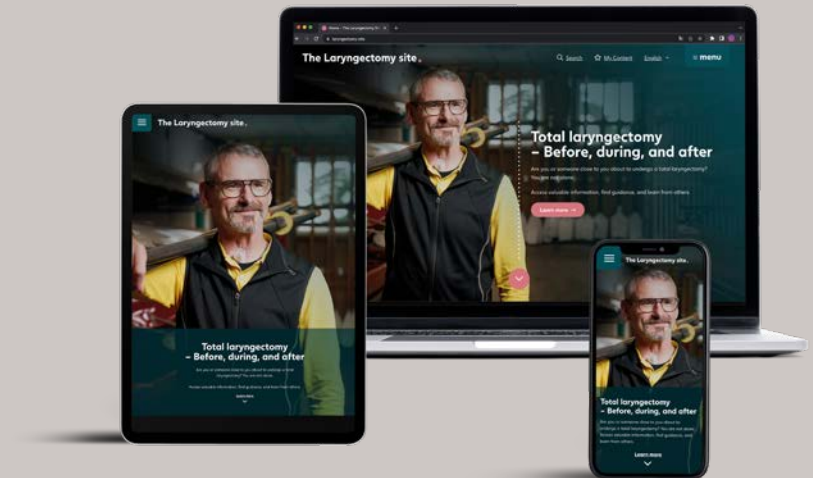
Laryngectomy.info

Laryngectomy.info was created for patients who have undergone, or about to undergo a total laryngectomy. High-quality articles, blog posts and videos with laryngectomees and healthcare professionals provide information and inspiration to support you.

We have also gathered helpful resources with information on the site for family and friends supporting their loved ones. You will find videos of caretakers sharing their experiences and blog posts with practical advice for the road ahead.

On-demand webinars

A series of webinars with educational information for you and your caregiver that can be watched in the comfort of your own home. The webinar series will help you and your caregivers with everyday things you experience after laryngectomy.

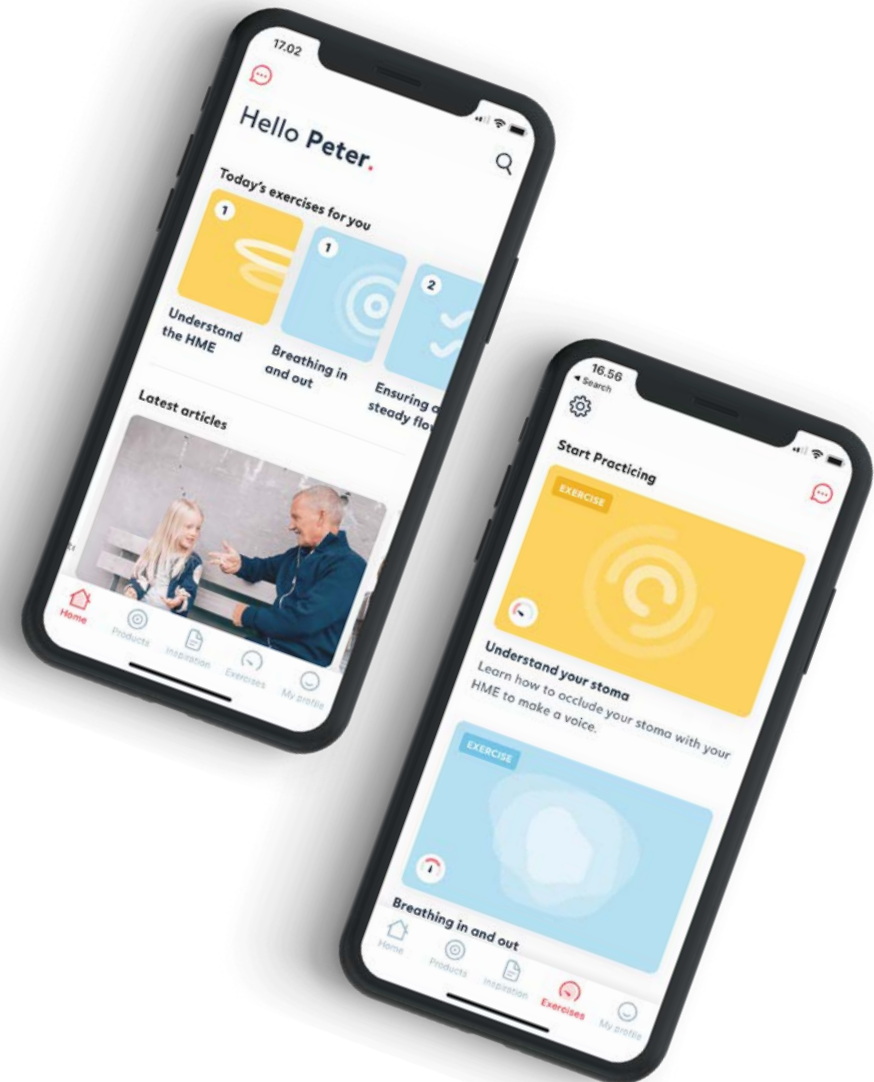


Atos MyLife app

The Atos MyLife app is an easily accessible connection to informative videos, tutorials and tips about living with a laryngectomy. It offers real patient stories, presentations from our specialist clinical team and guest experts, and more:

- **Inspiration**
Patients and clinicians share their learnings on breathing, speaking, care and daily life
- **Inspiration**
Practice voice and breathing exercises with video guidance

Download the Atos MyLife app



Your Coming Home Kit



Atos Care provides a Coming Home Kit that includes a range of support tools and materials. You likely received yours when you were discharged.

The Coming Home Kit has been created to meet the needs of a patient post total laryngectomy procedure. From extensive research and interactions with many users, we know that coming home from the hospital can be difficult. Some experience a high degree of vulnerability and emotional stress the first weeks at home, making it difficult to remember how to use all products.

Inside the kit you will find products that we have learned are important the first weeks after discharge, as well as information about why and how to use them.

If you have any questions or require any help, please contact the Atos customer care team. They will be able to help explain the kit contents and advise you on next steps.



Consent form

General consent

I give permission for Atos Medical to:

- Store my information so that my orders can be processed.
- Share my information with relevant others, such as my healthcare professionals and relevant delivery services.

I understand that Atos are will only share information on a need-to-know basis and that my data will be stored securely.
Please tick the relevant box below.

☐

* Yes, I give consent. (required)

Scan here to sign up



* Phone (required):

Email:

Street Address:

Suburb:

State:

Postcode:

* Print name (required):

* Sign (required):

* By signing this form you are agreeing to our privacy policy which can be viewed at: <https://www.atosmedical.com.au/privacy-policy>





Contact us

There are four easy ways to contact us:



Call or Text us

Call our
Customer Care team on
1800286728

Text our
Customer Care team on
0400 347 162

New Zealand
0275 566 066



Visit our website

Australia
www.atosmedical.com.au

New Zealand
www.atosmedical.co.nz



Email us

Australia
info.au@atosmedical.com

New Zealand
info.nz@atosmedical.com



Write to us

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North Sydney NSW 2060



Breathing-Speaking-Living
atosmedical.com

We are passionate about making life easier for people living with a neck stoma, by providing personalized care and innovative solutions.

Atos Care is our support program for people who have had a laryngectomy, their families and care supporters, and healthcare professional team. By providing effective support throughout the rehabilitation journey, our aim is to build knowledge and confidence, and improve quality of life for everyone affected by laryngectomy.

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