



Atos
Care

**Welcome to
Atos Care**

Contents

Welcome to Atos Care	3
What is a total laryngectomy?	4
Introducing Atos Care	6
Customer care	8
Specialist clinical team	10
Ask our team	11
Learning through connection	12
Access to experts	13
Digital support	14
Atos MyLife app	15
Your Coming Home bag	16
Consent form	18
Contact us	19





Our mission

At Atos Care, our goal is to help make life easier for people living with a neck stoma. We want to ensure that you get the support you need every step of the way.

To better support you, your family, and caregivers, we have included a sign-up sheet for you to fill out and return. We can then tailor the right support for you.

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



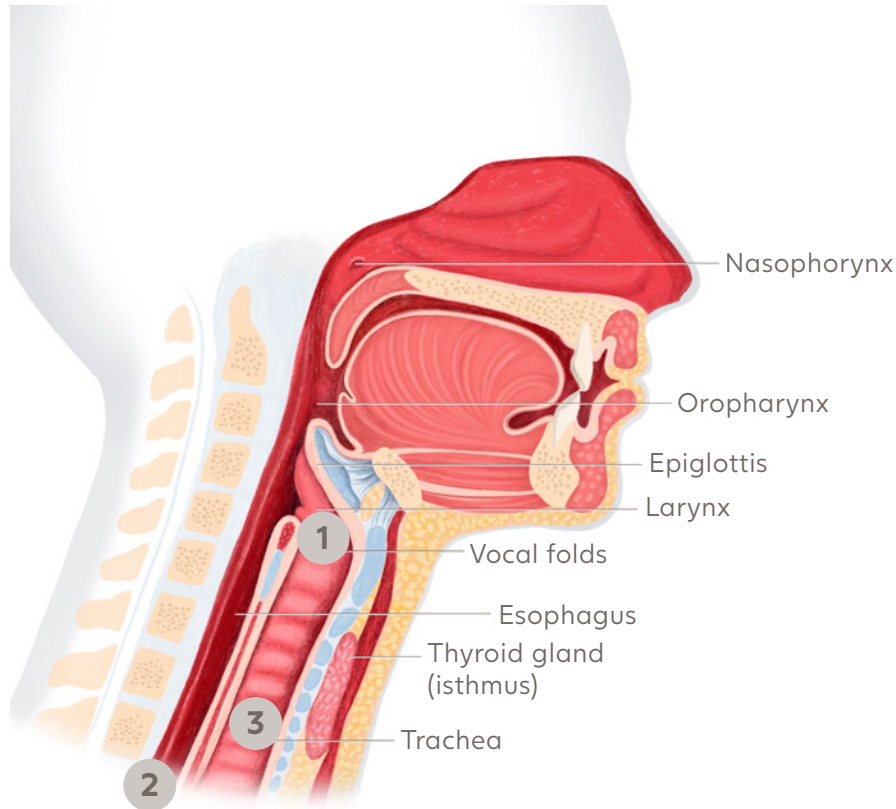
What is a total laryngectomy?

A total laryngectomy is a surgery performed in the advanced stages of cancer. Your voice box (larynx) will be removed during the procedure, and you will need assistance learning to speak again after surgery.

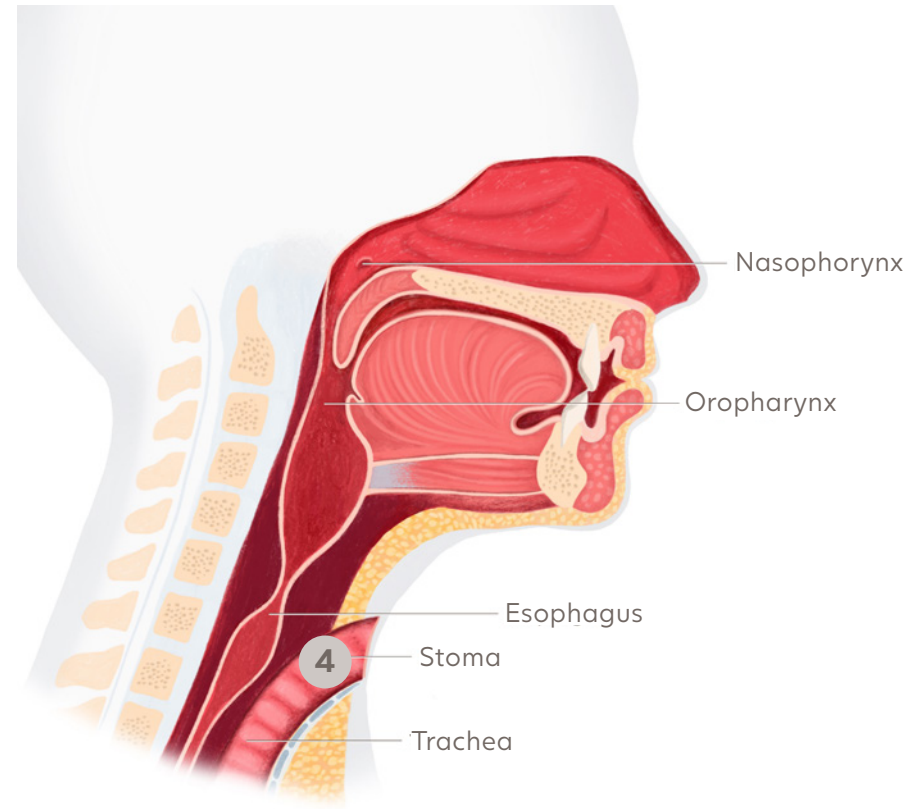
The way you breathe, smell, and swallow will change after surgery. You will no longer breathe through your nose and mouth (upper airways), but through a hole in your neck (stoma), and the air you inhale will not be humidified or heated by the time it reaches your windpipe or lungs. This can result in increased mucus production and coughing. Thankfully, Heat and Moisture Exchangers (HMEs) have been designed to warm and humidify the air you breathe in and, in this way, do what the upper airways used to do.

Having a total laryngectomy can be an overwhelming experience, but with the right support and routines, you can live a happy and fulfilling 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.

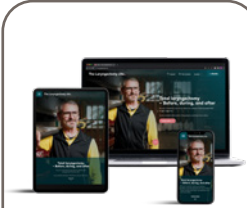
4 Stoma
The stoma is a permanent opening in the neck, connected to the windpipe.

Introducing Atos Care


Atos Care is a patient program that aims to get the best possible outcomes for people living with a neck stoma. We understand that living with a laryngectomy can be challenging and we want to support you every step of the way.

Your needs will vary at different stages of your rehabilitation journey and that is why Atos Care is based on three main pillars: **Support**, **Patient Education**, and **Optimized Care**, and is divided into two stages: **Best Start** and **Best Me**.

The program includes services, products, and tools such as:




Support pre-surgery & Laryngectomy.info




Writing pad to support patient & Caregiver webinar to support relative




Coming Home product kit & Atos MyLife app




Welcome call & Welcome pack & Quality of life Assessment



Customer care calls & Home visits with specialist clinical team



On demand webinars



Atos Care community patient events

^{Atos}
Care • Best Start

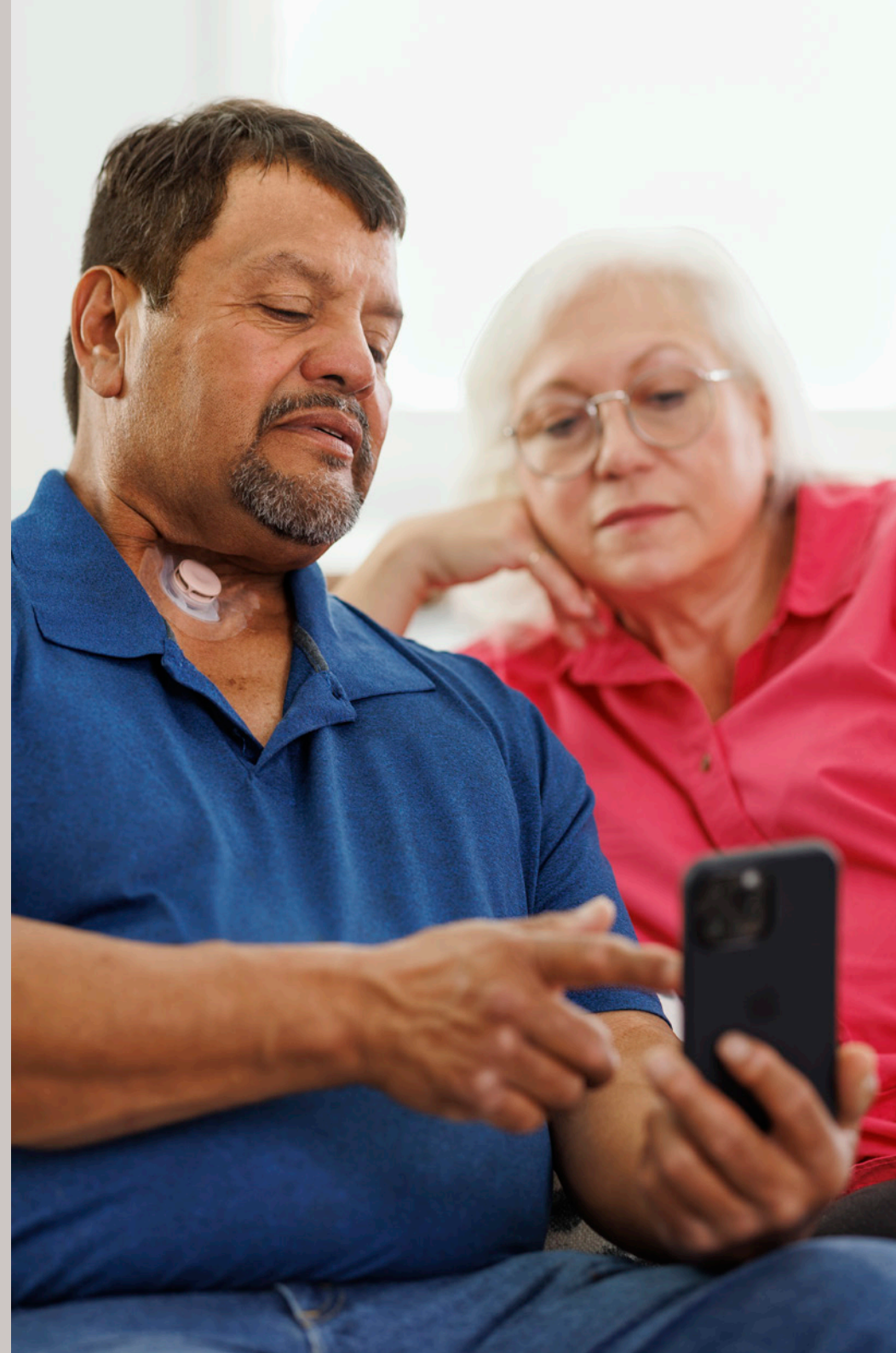
Get off to the **Best Start**

The Best Start stage supports you in your first year after diagnosis. It includes the tools and in-person resources that can help ease your transition from hospital to home. Adjust to living with a laryngectomy, understand how to use and maintain your new products, and get into good routines.

^{Atos}
Care • Best Me

Continued support with **Best Me**

The Best Me stage begins in the second year and builds on the foundation laid during the Best Start stage. In the Best Me stage you can 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.



A close-up, slightly blurred photograph of a woman with long dark hair, wearing a white collared shirt and a dark tie. She is smiling and looking towards the right side of the frame. The background is a plain, light-colored wall.

Customer care



“

Everything is excellent.
My customer care rep
takes care of all of my needs.
Thanks to them, I am
coping very well.” ”

A customer in UK

Atos customer care representatives can answer your questions and give advice 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 can help you with understanding, ordering and getting the best out of your products. By choosing to register with Atos Care, you will have a dedicated customer care representative to help you refill orders and provide ongoing support.

Specialist clinical team

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

Specialist clinical team support can be provided via phone, email or home visit.





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)



Skin care around your stoma



Speaking after a laryngectomy

Learning through connection

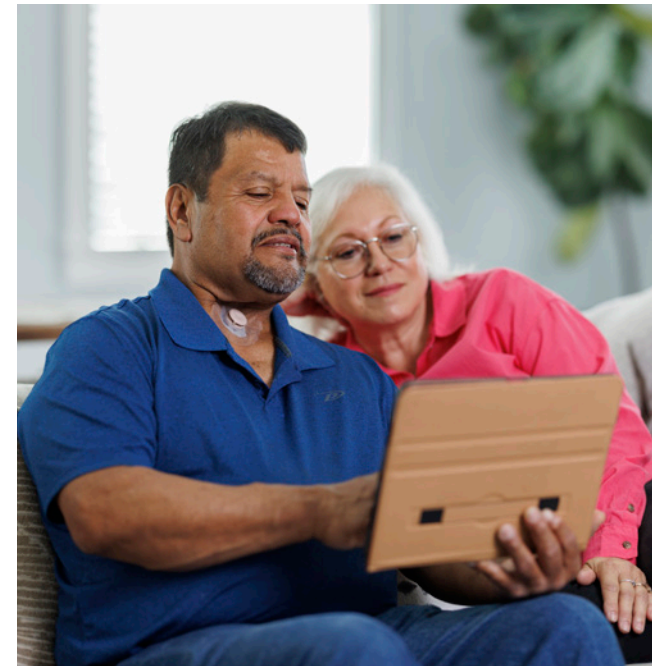
The Atos Care program includes help connecting to local community and peer support. Shared experience, whether online or in person, extends valuable life learnings throughout the community, and can be a reassuring resource for addressing regular or uncommon challenges.



Access to experts

Supported events can also include healthcare and other professionals 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, and much more whenever, wherever—simply and conveniently through your favorite device.

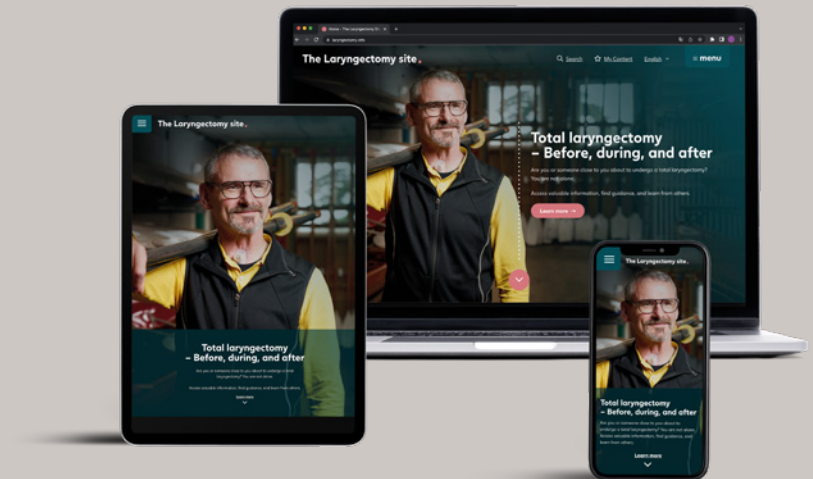
Laryngectomy.info

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 may 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 bag

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

The Coming Home bag has been created with the needs of newly laryngectomized patients in mind. 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 bag 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 bag contents, and advise you on next steps.



PROVOX
Skin Barrier

PROVOX
Adhesive Remover

PROVOX
Cleaning Towelettes

NOTE: It is recommended that you use the adhesive on clean, dry skin. For best results, use the adhesive on clean, dry skin.

here

PROVOX
Skin Barrier

PROVOX
Adhesive Remover

ADH CE





Contact us



Visit our website

www.atosmedical.com



Email us

Drop us an email at
info@atosmedical.com

Atos

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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