



Welcome to
Atos Care



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Welcome to Atos Care

At Atos Care, our mission is to help make life easier for people living with a neck stoma. We understand that having a tracheostomy can be life changing, and we want to be here to support you and your child every step of the way. In this pack there is also helpful information about how to contact us, and how to place an order for your child's medical supplies.

Lastly – there are a couple of forms to fill out and return, so that we can tailor our service to help you and your child best.

We look forward to helping you and your child adjust to living with their tracheostomy and we are here to give you and your child a helping hand. If you have any questions, queries or feedback, please do not hesitate to get in touch.



What do I need to do next?

So that we can offer you and your child the best possible service, please fill in the following forms and return them to us in the Freepost envelope enclosed.

Alternatively, you can take photos of the forms on your phone and email them to us: **info@atos-care.co.uk**

Fill in and return these forms:



Consent form

Give us permission to set up
your child's account

See p18



Contact preferences form

Let us know how you want to
hear from us

See p19



Electronic prescriptions form

Save time by having prescriptions
sent to us electronically

See p20



Receive your first order

Usually, your child's healthcare professional will have set up their first order when they registered your child with Atos Care. This will typically be delivered within a few days of registration, or when you child comes home from hospital.

To find out how to place an order going forward, please turn to page 12.



The Atos Circle of Care

We understand that after your child's operation, you and your child need more than just products. Trust, time and care are more important than ever. The Atos Circle of Care is our comprehensive support service to help you and your child.

Best Start: Get off to the best start in life after a tracheostomy.

The Best Start programme helps you and your child transition from hospital to home, including adjusting to life after a tracheostomy, understanding their new products and getting in to good routines.

- **A welcome pack and a welcome call**
- **Practical tools and equipment to make life easier, including a complimentary care bag containing a range of helpful items**
- **Regular liaison with clinicians for joined up care**





Connection Hub: Stay connected to those who know and understand.

Get comfortable with your child's new life and stay connected to those who know and understand. Connection Hub includes:

- **A dedicated Customer Care Representative**
- **Personalised service - choose how and when you hear from us**



Care Delivered: Bringing the right products and care your way.

The right products for your child's needs, right when they need them.

- **Easy and convenient ordering**
- **Optional convenient monthly reminders**
- **Electronic Prescription Service**
- **Rapid, reliable delivery**
- **Discreet packaging**
- **Convenience orders by subscription**



Meet our Customer Care team

Our helpful and friendly Customer Care team are here to support you and your child. We can help you with understanding, ordering and getting the best out of your child's products.

They can answer any questions about the products in our range, help you decide what quantities to order, and can liaise with your child's hospital team to understand what products are most suitable for them.

Each member of our Customer Care team receives in-depth training to help them understand life with a tracheostomy and to give them a detailed understanding of the products we supply. They also receive regular call coaching and training to help maintain a high standard of customer service.

You and your child will have a dedicated Customer Care representative, who will work with you and your child each month to order the supplies that your child needs and offer ongoing support.



“

“My Customer Care Representative is always very pleasant, helpful and takes time to make a conversation regarding the order and life in general.”

Atos Care Service User

93%

rated the Customer Care team overall as good or very good



Complimentary Care Bag

Giving you the best start

To help your child get off to the Best Start after tracheostomy, a complimentary care bag is available to order which contains a range of helpful items to carry at home and on the go. We have designed this practical and discreet care bag in partnership with people who have a neck stoma and replacement supplies can be ordered at any time from our helpful Customer Care team.

To order a care bag call our Customer Care team on
0800 783 1659



This useful Care Bag contains the following items:

- **Electronic memo board**
- **LED torch**
- **Mirror**
- **Wrist band**
- **Cleaning wipes**
- **Car sticker**
- **Pen**
- **Emergency card**

Interchangeable waist and shoulder straps for complete convenience.

Environmentally friendly - no paper no waste!
Pressure sensitive LCD writing surface is easy to clean and maintain.
The screen is covered by scratch-resistant and anti-dazzling film.

Leak-proof and easy to clean internal lining with a durable water-resistant fabric for complete durability.



How to order

Our mission at Atos Care is to make life easier for you and your child after your tracheostomy.

There are a range of easy and convenient ways for you to order your child's supplies:

1

A friendly monthly service call

We offer a complimentary, no-obligation service call, text or email each month to help with ordering the supplies your child needs.

2

Contact us when you wish to order

Occasionally, our customers prefer to contact us directly if they wish to place an order. You can do this at any time by contacting us by phone, email, text or via our website.

3

Automated convenience order

We can set up a convenient repeat order for your child, so that their supplies are automatically ordered and sent to them each month.

Please see page 23 for our contact details.

Order process explained:

- 1 Place an order with our helpful Customer Care team.
- 2 If your child's order contains new items, we may check suitability with your healthcare professional.
- 3 We contact your child's GP to request the prescription for their items.*
- 4 On receiving the prescription**, we send out your child's supplies directly to your home.



* This applies if your child's GP agrees to receive prescriptions from a third party (i.e. us). If this is not the case, you may be required to place the request directly with your child's GP surgery.

**Our convenient Electronic Prescriptions Service (EPS) means your child's GP can send the prescription directly through us through a secure system, so that you don't have to collect it and send it on to us. To register for EPS, fill in the form on p20.

Whichever option you chose for your child, we suggest placing an order roughly every **28 days**. This is because GPs typically prescribe one month's worth of supplies at a time. It can take **3-14 days** for us to receive the prescription from their GP, so we recommend ordering around **two weeks** before your child needs their supplies.





What is a tracheostomy?

A tracheostomy is a tube placed in the airway below the voice box (larynx) so that your child breathes in and out of the tube rather than their nose and mouth.

Humidification and filtration are lost after a tracheostomy

When breathing through the mouth and nose the upper airways humidify and filter the inhaled air. In this way, you can be sure the air is at the right body temperature and contains enough moisture when it reaches the lungs for them to function properly.

A tracheostomy bypasses the upper airways, which means that the important humidification and filtration functions are mostly lost. The airways react by producing more and thicker mucus, that is more difficult to cough or suction out. Wearing an HME can help compensate for these lost functions.



“

“Atos Care are excellent in customer care and the needs of the customer, always professional and a credit to the organisation. Thank you for providing a lovely service and always made me feel welcome.”

Atos Care Service User

Why it is important to use an HME?

Heat and Moisture Exchangers (HMEs) have been developed to compensate for the lost functions of your nose and help re-balance the “climate” in the lungs.

An HME optimises lung health by heating and moisturising the inhaled air. Continuous use of a Heat and Moisture Exchanger (HME) is known to reduce mucus production in the majority of neck breathers, and helps to improve quality of life.

A traditional HME humidifies the inhaled air, but not all HMEs offer the same level of filtration. Therefore they do not adequately prevent viruses, bacteria and other fine airborne particles from entering the airways.

Respiratory conditions

Children with a tracheostomy have a high risk of respiratory infections. This is due to the naturally protective oral and nasal passages being bypassed, allowing microorganisms into the lower airways more easily.

90%

were satisfied or very
satisfied with their latest
prescription delivery



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 IT and delivery services.

I understand that Atos Care will only share information on a need-to-know basis and that my data will be stored securely.

Please tick the relevant box (Please note that if you tick 'no' we will not be able to provide a service or process or send your orders).

☐

Yes, I give consent.

☐

No, I do not give consent.

Marketing consent

I give permission for Atos Medical to send me information from time to time which may be of interest to me, such as information about services, products or upcoming events.

I understand that I can change my preferences at any time by contacting Atos Care and that my data will be stored securely.

Please tick the relevant box.

☐

Yes please, I would like to hear about services, products and events (opt in).

☐

No thanks, I do not want to hear about services, products and events (opt out).

Print name:

Sign name:



Contact preferences



Let us know how you would like to hear from us so that we can tailor our service to your child's needs:

I give permission for Atos Care to contact me by (Please tick relevant boxes)

Phone:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Phone number:	<input type="text"/>
Text message:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Mobile phone number:	<input type="text"/>
Email:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Email address:	<input type="text"/>
Preferred contact method:	<input type="checkbox"/>	Phone	<input type="checkbox"/>	Text	<input type="checkbox"/>	Email

Nominated person

Let us know if you would like to nominate someone to speak on your behalf, for example if speaking is difficult.

Nominated person name:	<input type="text"/>	Relationship to you:	<input type="text"/>		
Phone number:	<input type="text"/>	Mobile number:	<input type="text"/>	Email:	<input type="text"/>

Print name:	<input type="text"/>	Sign name:	<input type="text"/>
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Electronic prescriptions



To save you time, your child's GP can send the prescription directly to us using a secure system. This speeds up the time between ordering and receiving your supplies, and is one less thing for you to worry about. Please contact us if you would like more information.

Patient details:

Full name:	<input type="text"/>	Date of birth:	<input type="text"/>
Address:	<input type="text"/>		
		Postcode:	<input type="text"/>
Phone number:	<input type="text"/>	Mobile number:	<input type="text"/>
		Email:	<input type="text"/>
NHS number:	<input type="text"/>	Gender:	Male: <input type="checkbox"/> Female: <input type="checkbox"/>

Name and address of nominated dispenser:

Atos Care Ltd, Cartwright House, Tottle Road, Nottingham, NG2 1RT.

I am the patient named above/carers of the patient named above. Nomination has been explained to me and I have also been offered a leaflet that explains nomination.

I would like Atos Care Ltd as my nominated pharmacy for dispensing prescriptions issued by the NHS Electronic Prescriptions Service.

Signed:	<input type="text"/>	Date:	<input type="text"/>
Print name:	<input type="text"/>		

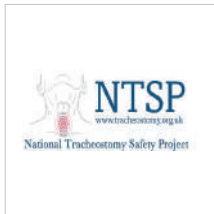




Help and support

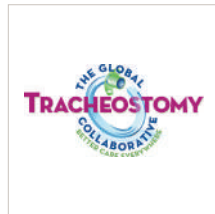
There are a range of support services and charities available to help support you and your child.

Support and information for people with a tracheostomy:



National Tracheostomy Safety Project

www.tracheostomy.org.uk



The Global Tracheostomy Collaborative

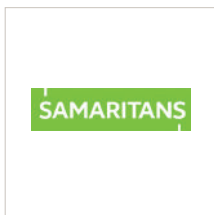
www.globaltrach.org



NHS

www.nhs.uk/conditions/tracheostomy

General support services:



Samaritans

www.samaritans.org

Call free from any phone 116 123



Citizens Advice Bureau

www.citizensadvice.org.uk

0344 411 1444

Contact us

There are four easy ways to contact us:



Call us

Call our Customer Care team on **0800 783 1659**



Email us

Drop us an email at **info@atos-care.co.uk**



Visit our website

www.atos-care.co.uk



Write to us

Atos Medical,
Cartwright House,
Riverside Business Park,
Tottle Road, Nottingham,
NG2 1RT

Please contact us for an
order form



Breathing–Speaking–Living

Atos Care is the distribution arm of Atos Medical, the world-leading supplier of ostomy products for post laryngectomy and tracheostomy patients. Dedicated to making life easier for people living with a neck stoma, Atos Medical has decades of experience, and a deep understanding of what life is like after the operation.

So, although we supply the full range of products, we are much more than just a delivery service. Our expertise and focus mean that we can also provide full professional support and aftercare for you as an individual, wherever you are on your journey. We call this the Atos Circle of Care.

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Tel: 0800 783 1659 Text: 0780 014 0059
Email: info@atos-care.co.uk
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