“My personal Health Assistant
Karen played the biggest role
in resolving my issues.
If not for her, I would be
still struggling with pain.”

About Accolade
Accolade is an on-demand healthcare concierge for employers, health plans, health systems and consumers. Our team of compassionate, exceptional professionals is supported by breakthrough science and technologies to guide people through the healthcare system in a deeply personalized manner. By taking the time to get to know each person, understand the context of their healthcare decisions, build trust and influence decisions, we deliver industry-leading engagement levels, satisfaction scores unseen in healthcare, better health outcomes, and cost savings of more than 10 percent.

For more information, visit www.accolade.com.
Mary Reese had always been a private person. Don’t talk about the pain, keep the worries to yourself. “I was like many people, trying to deal with my condition,” Mary says. “I tried everything, warm baths, analgesics, ibuprofen, TENS, andadjunctive therapy. My legs felt bruised, my muscles had tightened. I was living the life of a invalid.” 

“In 2002, I decided that I would get my hip replaced,” Mary says. “But I didn’t want to go through that ordeal twice.” Mary’s spirit was up. “It had been so foreign to me to reveal too much about myself, but I’ve become more open. She knows me, knows my story. She’s looking out for me. She knows me.” 

Karen Alkire, an Accolade Health Assistant, had been helping Mary with her care since 2014. “I called her at 5:00 a.m. to talk. I told her how bad it was. She was there to listen.” 

“Karen was always there. I couldn’t manage it on my own. The pain was always there. I grew discouraged. I couldn’t manage all the healthcare expenses.” 

“I sought a second opinion before I had the procedure. It seemed like the right thing to do.” Mary says. “I was told it was a routine procedure. I never had a second opinion.” 

“Over time, I grew less capable of handling it all on my own.” 

“My legs felt bruised, my muscles had tightened. I was living the life of a invalid.” What she’d really needed, all that engineered care, was someone who could listen well and help her with all of her healthcare issues. “I’ve come to rely on her for help with all of my healthcare issues.” 

“I sought relief for 11 years,” says Mary. “I saw three specialists, two neurologists, and a spine specialist. My legs felt bruised, my muscles had tightened. I was walking with a limp.” What she’d really needed, all that engineered care, was someone who could listen well and help her with all of her healthcare issues. “I’ve come to rely on her for help with all of my healthcare issues.” 

“The Accolade Difference

Watch the difference for yourself as we possible can. Watch to suppress our hurt, and our pain. But after dealing with those things back then, 1992, after ensuring a number of procedures without any long-term benefit. Mary began telling her story to an Accolade team. Soon it became clear that Mary was due for a more complete approach. She was being seen by too many specialists — and without a good doctor. I feel like she’s looking out for me.” 

“Karen played the biggest role in resolving my issues,” Mary continues. “If not for her, I would still be struggling with pain.” 

“Mary’s trusting relationship with Karen played a major role in another, more recent, health crisis. When Mary’s mammogram revealed a concerning spot, Mary didn’t hesitate to call Karen.” 

“I didn’t want to go through that ordeal twice.” Mary’s spirit was up. “It had been so foreign to me to reveal too much about myself, but I’ve become more open. She knows me, knows my story. She’s looking out for me. She knows me.” 

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