

- A young woman with ovarian cancer received different treatment recommendations from three medical specialists, however she had no primary care physician to help compare treatment risks and benefits. Knova clinical staff provided information on each treatment, including known side effects and outcomes, and education on how to negotiate her choice with all three physicians.

*"This is an exceptional benefit and the information and assistance in me making my best decision was invaluable."*

*"The service has been a light at the dark end of my health management tunnel."*

- A middle aged man considering two types of bariatric surgery for long-standing severe obesity, requested more information about the risks and benefits of each. The Knova team provided him information on risks and complications from surgery and support as he developed his own personal health management plan that included information about nutritional and exercise weight loss programs available through his employer. He chose to postpone surgery and enrolled in a nutritional and exercise weight loss program and has lost significant weight.

- Parents and a young boy diagnosed with a learning disability by his school counselor, were concerned about the child being on three medications. His family sought information from Knova about the accuracy of the diagnosis and how to obtain a second opinion. Following a Knova health assessment and action plan, a second opinion was obtained by the family from a child psychologist. That consultation resulted in a discontinuation of two medications, a referral to family resources, and education on disciplinary practices at home.

*"Our health problems were so disjointed we couldn't find a common solution to tie them together. This service helped us coordinate our son's healthcare and address the root cause at home."*

*"The Knova staff has been extremely helpful to me in taking control of my diabetes. This program is wonderful."*

- A middle aged woman with chronic diabetes with loss of vision complications sought assistance from Knova to help with fear of blindness and frequent emergency room visits to manage her blood sugar. A health assessment revealed poor information on monitoring her blood sugar and taking her prescribed medications, and she was having considerable financial problems paying for her medications. Consultation with the Knova staff provided information about generic medication options and how to approach her treating physician. Considerable time was also spent on diabetes nutrition education. Knova member was successful in establishing a better relationship with her physician, shifting to generic medications and with her diabetes being stabilized, she has returned to her job.

- A mother and her six year old child with a rare neurological disease asking questions about treatment with a non-FDA approved multiple drug regimen (10), were struggling with fears about unknown complications associated with the many drugs. The Knova team, led by the clinical pharmacist, provided her with information on the known use and complications of each drug that led to a reduction in the number of medications her child was taking from ten to four.

*"The nurse and pharmacist have been instrumental in providing valuable guidance that has enhanced the health of our family and communication with our physicians, who have commended this personal health service."*

*"The Knova staff is very knowledgeable and professional, yet warm and caring. I am now more comfortable with my health concerns."*

- A middle-aged father with chest pain and recent hospitalization for possible heart attack sought assistance from Knova for anxiety and fear about dying. Health assessment revealed that he was "heartsick" about the loss of a son who had been killed in Iraq 1½ years ago. Considerable time was spent talking about the loss and his need to be strong for other family members. Options for grief counseling were identified.