* **Red Flag:** A patient with cancer had not been to his regularly scheduled 6 month follow-up in oncology.
* **Contextual Factor Spontaneously Revealed by Patient:** The patient brought that he didn’t go because last time he saw a resident and that he didn’t like being seen by students or people “practicing” on him. Stated, “If someone is going to do something to me, they have to have an MD after their name!” (Domain: Attitude Towards Provider and System ).
* **Contextual Plan of Care made:** The provider explained that residents and fellows are in fact MDs but that if he wanted to see an attending physician he could request one, and gave him instructions about how to make the request.
* **Red Flag:** A patient with diabetes stated that he hadn’t been checking his blood sugars at home in four months.
* **No Probe:** The provider didn’t ask the patient why he wasn’t checking his blood sugars at home.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that his machine was broken and he didn’t come in to the VA sooner because he doesn’t like doctors. (Resources, and Attitude Towards Healthcare Provider and System Domains)
* **Contextual Plan of Care:** The provider ordered a new glucometer for the patient and discussed the patients concerns with seeing doctors and possible strategies to address those concerns.
* **Red Flag:** The patient commented that he would not take extra strength Tylenol as recommended for his pain.
* **No Probe:** Before the doctor could ask why, the patient explained….
* **Contextual Factor Revealed by Patient:** …that he felt the VA didn’t care about him since they wouldn’t give him the ibuprofen he’d previously requested. (Domain: Skills, Abilities, and Knowledge/Attitude Towards Healthcare Provider and System)
* **Contextual Plan of Care made:** The resident physician explained to the patient that there was a reason Tylenol was being recommended as ibuprofen would be problematic for his chronic kidney disease. The patient acknowledged that was helpful to know.
* **Red Flag:** A patient with diabetes had missed a scheduled eye exam.
* **No Probe:** The provider didn’t ask why.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he didn’t trust the VA for eye care, that they “don’t know the trade,” lacking the skills of eye doctors outside the VA. (Domain: Attitude Towards Health Care Provider and System)
* **Contextual Plan of Care:** The provider explained that eye doctors at the VA are trained exactly the same as eye doctors outside the VA. The provider assured the patient that he would be seeing a certified ophthalmologist who is a medical doctor. The patient agreed to have his eyes checked at the VA. (When we reviewed the patient’s chart four months later, the patient did, indeed, get his eyes examined at the VA.)