* **Red Flag:** A patient stated that he would never return to a chiropractor provided by the VA even though he was still experiencing back pain that had been relieved by chiropractic care.
* **Probe:** The resident physician asked the patient why (“What happened?”).
* **Contextual Factor Discovered by Probing:** The patient said he felt the chiropractor he was seeing wasn’t “treating him right.” (Domain: Attitude Towards Health Care Provider and System)
* **No Contextual Plan of Care made:** The physician did not respond. This was a missed an opportunity to find out what issues he’s having and whether there are other options for getting him appropriate care.
* **Red Flag:** A patient who was experiencing pain declined to follow-up with the pain clinic.
* **Probe:** The provider asked the patient why.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he didn’t trust the pain clinic and had heard that the cortisone shots they offered were a scam stating, “That’s a way to get you…” (Domain: Attitude Towards Health Care Provider and System)
* **No Contextual Plan of Care:** The provider did not address the patient’s attitude towards the pain clinic. Missed opportunity to address the patient’s feelings and educate the patient on the efficacy of the services offered in the pain clinic.