* **Red Flag:** The patient declined to see a mental health professional for an ongoing mental health issue when the provider recommended it.
* **No Probe:** The provider didn’t ask why the patient did not want to see a mental health provider.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that it was difficult for him to come in for regular mental health appointments during the winter because of the cold. (Access Domain)
* **Contextual Plan of Care:** The provider then addressed the patient’s access to care by informing him that they would look into arranging for mental health care delivery over the telephone during the winter months.
* **Red Flag:** The patient ran out of his prescribed medications.
* **Contextual Factor Spontaneously Revealed by Patient:** The patient went on to say that he had tried repeatedly to refill his medications using the 800 number, but that he never received a response. (Domain: Access).
* **Contextual Plan of Care made:** The provider worked with the patient to find other ways for him to order his medications without having to use the 800 number, including giving the patient a direct line to his nurse so that he could contact her before running out of medications.
* **Red Flag:** A patient commented that he had decided he wasn’t going to go back to his mental health provider even though it was helpful.
* **No Probe:** The provider didn’t ask why because the patient revealed the factor almost right away.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he thought it was a long drive for only a 30 minute visit. (Domain: Access)
* **Contextual Plan of Care:** The provider addressed the patient’s situation by offering to arrange upcoming visits so that the patient could have more than one visit on a particular day, and the patient agreed that he’d then continue to get mental health care.
* **Red Flag:** The patient had missed two appointments in the past four months.
* **No Probe:** The provider didn’t ask the patient why he had missed them.
* **Contextual Factor Revealed by Pt.:** However, the patient went on to say that he had trouble getting to the VA; he could not get a ride for the two appointments he missed. (Domain: Access)
* **Contextual Plan of Care:** The provider then referred the patient to the social worker to see if he qualified for transportation assistance. Not all Veterans are aware of the transportation assistance the VA provides.
* **Red Flag:** The patient declined to see a mental health professional for an ongoing mental health issue when the provider recommended it.
* **No Probe:** The provider didn’t ask why the patient did not want to see a mental health provider.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that it was difficult for him to come in for regular mental health appointments during the winter because of the cold. (Domain: Access)
* **Contextual Plan of Care:** The provider then addressed the patient’s access to care by informing him that they would look into arranging for mental health care delivery over the telephone during the winter months.
* **Red Flag:** The patient missed 2 appointments in the past 4 months.
* **No Probe:** Before the doctor could ask why, the patient explained….
* **Contextual Factor Revealed by Patient:** …that the transportation services he receives only allows for 15 trips annually and he’d run out. (Domain: Access)
* **Contextual Plan of Care made:** The provider explained to the patient that the number of trips the patient is allowed could be adjusted. The provider said they would communicate with the transportation department to increase the number of trips allowed.
* **Red Flag:** A patient mentioned that they are not taking one of their prescribed medications.
* **No Probe:** The provider didn’t ask the patient what is preventing them from taking it.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that they hadn’t received the medication from the VA, and had been told it was “in the system” so that they should have gotten it. (Domain: Access)
* **Contextual Plan of Care:** The provider, who said they didn’t understand what was going on, picked up the phone and called the pharmacist which resolved the situation.
* **Red Flag:** The patient had not seen a cardiologist based on a care plan from the prior visit at which time the consult had been placed.
* **No Probe:** The provider didn’t ask why the patient didn’t follow through.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that he’d wondered why no one contacted him from the VA to schedule the appointment. (Domain: Access)
* **Contextual Plan of Care:** The provider then addressed the patient’s access to care by contacting the cardiology clinic directly during the visit to ask if they could assist with assuring someone followed up with the patient to schedule the appointment.
* **Red Flag:** The patient had not seen a urologist based on a care plan from the prior visit when the consult was placed.
* **No Probe:** The provider didn’t ask why.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that he’d called the clinic and left messages, but no one returned his calls. (Domain: Access)
* **Contextual Plan of Care:** The provider then gave the patient instructions on how to schedule the appointment in person while he was there at the VA, pointing out who he should speak with. The patient agreed that he would meet with that person directly after the primary care visit.
* **Red Flag:** A patient with sleep apnea reported not using his CPAP.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that his CPAP was malfunctioning. He had asked for replacement parts and the VA Fed Ex’d them but Fed Ex couldn’t deliver to his address for some reason. He had tried to figure it out, but had not been successful. (Domain: Access)
* **Contextual Plan of Care:** The provider and patient discussed several options to address this barrier. Finally, the provider discovered prosthetics had the parts, and the patient could pick them that day.
* **Red Flag:** A patient stated that he was unable to check his blood pressures at home anymore as had been requested.
* **No Probe:** The patient elaborated before the provider had a chance to ask why…
* **Contextual Factor Revealed by Pt.:** …he went on to say that his blood pressure monitor which was old was no longer working. (Domain: Access)
* **Contextual Plan of Care:** The provider ordered a new blood pressure monitor for the patient.
* **Red Flag:** A patient who was interested in losing weight, declined to be referred to the MOVE program.
* **No Probe:** The provider didn’t ask why, but…
* **Contextual Factor Spontaneously Revealed by Patient:** …the patient went on to say that he had mobility issues and it was difficult for him to get to the clinic at the VA from the parking lot. (Domain: Access/Skills, Abilities, and Knowledge)
* **Contextual Plan of Care made:** The provider informed the patient that escort services could get him from the parking lot to the clinic. The provider also arranged for a home based health care nutritionist so the patient wouldn’t have to leave his home to get services. The patient accepted these options.