* **Red Flag:** The patient brought up during the visit that he was experiencing financial problems, that his utilities were being shut off and that he was out of money to pay his bills. The provider recommended that the patient see a social worker and said they’d arrange it, but the patient refused.
* **No Probe:** The provider did not inquire as to why the patient refused to see a social worker.
* **Contextual Factor Revealed by Patient:** The patient went on to say that he didn’t want to bother anyone and he felt “too proud” to ask for help (Domain: Attitude Towards Illness).
* **Contextual Plan of Care made:** The provider explained that social workers are paid to help Veterans in exactly this kind of situation and that he would not be a bother at all. The physician went on to say that while Veterans have a culture of seeing asking for help as a weakness, everyone needs help sometimes and should accept it when they need it. The patient agreed to the consult.