* **Red Flag:**  A patient with a blood pressure reading higher than goal (134/93) commented that he was not taking all of his medications. He had chronic kidney disease and diabetes.
* **No Probe:** The provider did not ask him why.
* **Contextual Factor spontaneously revealed by patient:** The patient went on to say that he thinks the VA is treating him “as guinea pig” by giving him so many pill. (Domain: Attitude Towards Healthcare Provider & System)
* **No Contextual Plan of Care made:** The PCP did not discuss his concerns. The patient’s misunderstanding and mistrust of VA care was not addressed.
* **Red Flag:**  A patient declined the shingles vaccine.
* **No Probe:** The provider did not ask him why.
* **Contextual Factor spontaneously revealed by patient:** The patient went on to say that he knows his body is capable of fighting off viruses on its own. He also stated that he thought the pharmaceutical industry was tricking people into thinking they needed vaccines. (Domains: Skills, Abilities and Knowledge AND Attitude Towards Healthcare Provider & System)
* **No Contextual Plan of Care made:** The PCP did not discuss his concerns. The patient’s misunderstanding of how vaccines work and his mistrust of the pharmaceutical industry were not addressed.
* **Red Flag:** A patient with a BMI in the obese range mentioned on his own that he wanted to lose weight, but declined to participate in the MOVE program when it was suggested.
* **Probe:** The provider did not ask the patient why.
* **Contextual Factor:** The patient went on to say that he knew what to do. He just needed to exert will power. (Domain: Attitude Towards Health Care Provider and System)
* **No Contextual Plan of Care:** The provider did not address the patient’s understanding of the MOVE program. The provider missed an opportunity to educate the patient on all the related services for weight loss including nutritional counseling, medications, and exercise strategies.
* **Red Flag:** A patient declined to give a urine sample when requested.
* **Probe:** The provider did not ask why.
* **Contextual Factor:** The patient went on to say that last time he went to the lab to drop off a sample, he saw it sitting on a window ledge, unlabeled for a long time. He never heard about a result and concluded the VA probably never tested it and threw it away. He thought it was pointless to give another sample. (Domain: Attitude Towards Health Care Provider and System)
* **No Contextual Plan of Care:** The provider did not comment on the patient’s description of his experience and loss of faith in the system. This was a missed opportunity for the provider to see if the urine had in fact been tested and to assure the patient that the lab is doing it’s job.