* **Red Flag:** While his vitals were being checked, a patient mentioned that he had stopped seeing a psychologist at the VA on his own.
* **Probe:** The nurse asked the patient to explain why he stopped.
* **Contextual Factor:** The patient replied that he believed his previous mental health provider had been racist towards him and that he was no longer comfortable with them. (Domain: Access/Attitude Towards Healthcare Provider and System)
* **Contextual Plan of Care Made:** The nurse responded that he could request another mental health provider in order to find one that he could have a better relationship with.
* **Red Flag:** When the provider recommended the patient go to the pain clinic, he declined, saying he didn’t want to do that.
* **Probe**: The provider asked him why.
* **Contextual Factor:** During the discussion, the patient revealed that 10 years earlier he’d been to that clinic and interacted with a pain care physician he didn’t like and who wasn’t helpful. (Domain: Attitude Towards Health Provider and System)
* **Contextual Plan of Care:** The provider acknowledged his feelings but suggested that a lot had changed in 10 years and, if the same physician were there and he didn’t want to see him, he’d assist with finding another doctor. The patient agreed to give it a try.
* **Red Flag:** A patient with mobility issues said he didn’t want to return to physical therapy.
* **Probe:** The provider asked the patient why.
* **Contextual Factor:** The patient replied that he didn’t like the physical therapist he’d seen, who he thought was just “running out the clock.” He also said that it was difficult for him to make the trip to the VA so often. (Domain: Access/Attitude Towards Healthcare Provider and System)
* **Contextual Plan of Care:** They discussed and decided looking into having the patient request another physical therapist, and arranging his other appointments to occur on the same day as his PT.