* **Red Flag:** The patient missed 2 appointments in the past 4 months.
* **No Probe:** The provider did not inquire as to why the patient had missed the appointments.
* **Contextual Factor Revealed by Patient:** The patient commented that he had missed his appointments because of work conflicts (Domain: Competing Responsibilities).
* **Contextual Plan of Care made:** The provider then addressed the patient’s ability to manage his appointments by scheduling a follow-up appointment after the patient’s work obligation.
* **Red Flag:** The patient mentioned that he didn’t think he would be able to complete attending diabetic education classes.
* **No Probe:** The provider did not ask him why.
* **Contextual Factor Revealed by Patient:** However, the patient went on to say that he would be starting a new job with long hours that interfered with making it to the clinic. (Domain: Competing Responsibilities).
* **Contextual Plan of Care made:** The provider informed the patient that they had Saturday hours. The patient was surprised and happy to learn that he could arrange VA visits to fit his work schedule.
* **Red Flag:** A patient who was recovering from a shoulder injury lifted a 70 lb. package (he is restricted to lifting no more than 20 lbs.)
* **No Probe:** The provider didn’t ask the patient why he wasn’t following the instructions on lifting restrictions.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that his job required him to lift heavy objects. (Domain: Competing Responsibility)
* **Contextual Plan of Care:** The provider then addressed the patient’s situation by offering to write a letter to the patient’s employer outlining the patient’s restrictions.
* **Red Flag:** A patient who reported a lot of stress declined to be seen by a mental health provider when the doctor suggested it.
* **No Probe:** The provider didn’t ask the patient why.
* **Contextual Factor Revealed by Pt.:** However, the patient went on to say that he didn’t think that a mental health professional would do him any good since the problem was not with him but with dealing with his son who was always in trouble. (Domains: Skills, Abilities, and Knowledge and Competing Responsibility)
* **Contextual Plan of Care:** The provider then counseled him that working with a mental health professional could help him strategize ways to deal with his son. The patient agreed that he could see how it would be helpful and would decide after he thought about it.