* **Red Flag:** The patient declined the flu shot.
* **Probe**: The provider asked the patient, “What are your concerns, just so I understand?”
* **Contextual Factor:** The patient responded that he really hated needles. (Emotional State Domain)
* **Contextual Plan of Care:** The provider noted that the patient did comply with getting blood work. The patient agreed that he could get himself prepared for needles with some notice. The provider then addressed the patient’s concerns by recommending he get his flu shot on a day when he would be prepared for needles. The patient agreed that he would get the shot next time he was scheduled for labs.
* **Red Flag:** The patient was referred by his physician for assistance managing poorly controlled diabetes. The patient stated that he was not taking his insulin with meals as prescribed.
* **Probe:** The pharmacist asked the patient to explain what was preventing him from taking his insulin with meals.
* **Contextual Factor:** The patient stated that he was embarrassed to take his insulin in public, as he felt he looked like a drug addict with a needle and syringe. (Domain: Emotional)
* **Contextual Plan of Care:** The pharmacist discussed strategies with the patient to avoid feeling embarrassed, such as excusing himself from the table to give himself the injection in the restroom.
* **Red Flag:** The patient with an A1C of 8.8 mentioned that he was not taking his insulin with meals as prescribed.
* **Probe:** The provider asked the patient to elaborate on how he was taking his insulin and why he wasn’t taking it with meals.
* **Contextual Factor Discovered by Probing:**  The patient responded that he was embarrassed to take insulin when he was out for a meal because he thought that he looked like a drug addict injecting himself at the table. (Domain: Emotional State)
* **Contextual Plan of Care Made:** The provider discussed strategies with the patient to address his emotional state regarding taking insulin. The provider and patient agreed that if he felt uncomfortable, he could inject the insulin in private in a restroom or in the privacy of his car.
* **Red Flag**: A patient listed three different medications he was taking to manage his diabetes, but the nurse only saw two of them on the patient’s list.
* **Probe:** The nurse asked the patient to explain why he was taking medications not on the list.
* **Contextual Factor:** The patient responded that it appeared he was unintentionally taking a medication that had been discontinued. (Skills, Abilities and Knowledge Doman).
* **Contextual Plan of Care:** The nurse addressed the patient’s ability to take his medications correctly by carefully reviewing the printed list of current medications (medication reconciliation). The nurse gave the patient the printout and instructed him to check all his bottles at home and only take the medications on the list.
* **Red Flag:** The patient mentioning that he was having trouble managing his care, particularly frequent audiology and ophthalmology appointments and felt “completely overwhelmed.”
* **Probe**: The provider asked the patient to elaborate.
* **Contextual Factor:** The patient replied that he found he was “overwhelmed” by all his health care needs and it would be helpful to have some one he could contact with questions. (Domain: Emotional)
* **Contextual Plan of Care:** The provider suggested that the patient work with the team nurse, provided contact information, said he could reach out to her when overwhelmed, and that he would let the nurse know to expect these calls. The patient agreed that this would help him navigate his healthcare.