A patient with an unresolved infection stated that he was not taking a prescribed antibiotic because he lives in a shelter and his medication had been stolen from his backpack in the storage area where residents are required to place their belongings for the night. The provider asked the patient if there was another way for the shelter to help secure his medications so they wouldn’t be stolen again, and the patient indicated he needed some help resolving the situation.  The provider then called the social worker to explain the problem. The social worker said they would contact the shelter for assistance and follow up with the patient that day with a plan. Replacement antibiotics were prescribed.

Note: This is an example of the contextual domain of Environment (see below)