* **Red Flag:** The patient arrived at the appointment without his portable oxygen.
* **Probe**: The provider noticed and asked the patient why.
* **Contextual Factor:** The patient responded that the battery was dead on his portable oxygen concentrator, he’d ordered one some time ago, but it had not arrived. (Domain: Access)
* **No Contextual Plan of Care Made:** The provider didn’t follow up with any discussion about why it might not have arrived, or what to do in the meantime. It’s possible the order wasn’t placed or the patient’s address was incorrect. Also, does the patient know about having an extra battery? Is there an on-site service that can assist?
* **Red Flag:** The provider noticed that the patient did not have labs drawn before the visit as requested.
* **Probe**: The provider asked the patient why
* **Contextual Factor:** The patient responded that when he was contacted about the appointment he asked he if he still needed to come in for labs and was told by whoever he talked that he didn’t. (Domain: Access)
* **No Contextual Plan of Care Made:** The provider didn’t follow up with any discussion about how to avoid this situation in the future. For instance, the patient could go to the lab as planned, or call the nurse prior to the visit.