* **Red Flag:** A patient said he was interested in losing weight but could not attend MOVE.
* **Probe:** The provider said that he remembered from previous conversations that the patient lives a far distance from the VA making attending MOVE sessions on a regular basis difficult.
* **Contextual Factor:** The patient lives too far away from the VA to attend MOVE sessions. (Domain: Access)
* **Contextual Plan of Care Made:** The provider and patient discussed various options both within VA and outside the VA (TeleMOVE, community options, television programs on healthy cooking) and worked out a personal home-based plan.
* **Red Flag:** A patient commented that he hadn’t started physical therapy as had been discussed at the last appointment because no one had contacted him about it.
* **Probe:** The resident physician looked in the electronic medical record to check on the status of the order for PT.
* **Contextual Factor Discovered by Probing:**  The resident discovered that the order for PT had never been entered into the system. (Domain: Access)
* **Contextual Plan of Care Made:** The provider placed the order for PT and confirmed it was in the electronic medical record.
* **Red Flag:** A patient had not gotten a previously ordered MRI.
* **No Probe:** The provider didn’t ask the patient what prevented him from getting it.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he had tried calling to schedule the test, but was given “the run-around” and couldn’t get it scheduled. (Domain: Access)
* **Contextual Plan of Care:** The provider reviewed with the patient the steps he had taken trying to schedule the MRI and looked in the system and discovered that the MRI had, in fact, been scheduled for an upcoming date. The provider made sure the patient understood when to return for the study.
* **Red Flag:** The patient mentioned that it had been more than two years since he last came for a primary care visit.
* **Probe**: The doctor asked the patient why.
* **Contextual Factor:** The patient replied that he did not have a reliable way to get to the VA. (Domain: Access)
* **Contextual Plan of Care:** The doctor referred the patient to the transportation services offered by the VA, and said they would follow up with the patient to make sure the transportation office helped him find options to get to the VA.