* **Red Flag:**  A patient with diabetes commented that he was not checking his feet at home as had been recommended.
* **No Probe:** The provider did not ask him why.
* **Contextual Factor spontaneously revealed by patient:** The patient went on to say that he didn’t care whether or not he developed problems with his feet because of his diabetes. He then said that that he was “the kind of person who just doesn’t take care of themselves.” (Domains: Attitude Towards Illness)
* **No Contextual Plan of Care made:** The provider did not explore with the patient why he felt this way about himself. Is he depressed? Has he always been this way?
* **Red Flag:** The patient had not refilled his mental health medications.
* **Probe:** The provider did not ask the patient why he wasn’t taking his mental health medications.
* **Contextual Factor:** The patient spontaneously revealed that he doesn’t believe in taking “those drugs” because others would “laugh at him” and “look at him the wrong way,” and that “he is a soldier and knows what to do.” (Domain: Attitude towards illness)
* **No Contextual Plan of Care:** The provider did not address the patient’s attitude towards illness. Missed opportunity to counsel the patient that taking medications for mental health is not a sign of weakness.
* **Red Flag:** A patient who had recently experienced symptoms of a stroke declined to get an MRI when his provider recommended it.
* **Probe:** The provider did not ask why he didn’t want it.
* **Contextual Factor:** The patient went on to say that he thought he was already getting “too many tests” and didn’t need more (Domains: Skills, Abilities, and Knowledge/Attitude Towards Illness)
* **No Contextual Plan of Care:** The provider didn’t inform the patient why an MRI could be critical test for diagnosing and treating a serious condition, nor discuss his concern about having so many tests.