* **Red Flag:** A patient with high blood pressure acknowledged that he was not taking all of his prescribed medications.
* **Probe:** The provider asked why.
* **Contextual Factor:** The patient explained that he didn’t want to put out all of his bottles of medicine because when he looked at the rows of bottles he felt like an old man and was overwhelmed. (Domain: Attitude Towards Illness)
* **Contextual Plan of Care Made:** The provider addressed the patient’s feelings towards the rows of pill containers by suggesting that he use a pill organizer; that way he would have one container to look at instead of the rows of pill containers, and it would be easier to manage.
* **Red Flag:** A patient with several health issues stated that he thought it was a good idea to “add fuel to the fire” by continuing to smoke.
* **Probe**: The provider asked the patient to explain what he meant.
* **Contextual Factor:** The patient responded that he believed if he continued to smoke he will worsen his health condition, die quicker, and not end up in a wheelchair unable to do the things he likes. (Attitude Towards Illness Domain)
* **Contextual Plan of Care:** The provider explained to the patient that continuing to smoke could mean having a poorer quality of life and not hasten death. The provider went on to explain that if the patient wanted more quality of life that quitting smoking was recommended.
* **Red Flag:** The patient had not followed-up with several specialist appointments discussed at the previous visit.
* **Probe**: The provider noticed and asked why
* **Contextual Factor:** The patient replied that he didn’t believe anything could be done for illness. That no doctor could help him (Domain: Attitude Towards Illness).
* **Contextual Plan of Care:** The provider patiently addressed the patient’s attitude by discussing and answering question about the specific ways each specialist could address his conditions.
* **Red Flag:** The patient had a recent increase in the number of times he had fallen. When asked, he declined to get a walker.
* **Probe**: The doctor asked the patient to explain his thinking regarding using a walker.
* **Contextual Factor:** The patient stated, “If I use one, I’m an old person!” (Domain: Attitude Towards Illness)
* **Contextual Plan of Care:** The provider addressed the patient’s feelings by pointing out that young people use walkers when they are recovering from injuries and that using a walker would make him safer, not old. He said the doctor had a point and he would try one out.
* **Red Flag:** A patient had not had his eyes checked as recommended.
* **Probe:** The provider asked the patient what his thoughts were about getting his eyes checked.
* **Contextual Factor:** The patient replied that he hated having his eyes dilated, but didn’t want to ask the eye doctor to examine his eyes without dilation because he “didn’t want to be a pain.” (Domains: Attitude Towards Illness)
* **Contextual Plan of Care Made:** The provider counseled the patient telling him he was not “being a pain,” and informed them that some elements of an eye exam can be performed without his eyes being dilated. The patient agreed to schedule the eye exam.