* **Red Flag:** The patient’s blood pressure was elevated from prior visits to 144/94.
* **Probe**: The provider asked the patient if he had taken his blood pressure medication as prescribed.
* **Contextual Factor:** The patient responded that he often rushes out in the morning, including that morning, and forgets to take his meds. (Domain: Competing Responsibilities)
* **Contextual Plan of Care:** The provider did not find out why the patient was having to rush and to strategize solutions including keeping a dose of his medications in his wallet or car so that he can take them once he realizes he had missed them.
* **Red Flag:** The patient stated that he was unable to schedule an ultrasound that had been ordered
* **Probe:** The provider asked the patient what difficulties he was having.
* **Contextual Factor:** The patient responded that the hours he worked coincided with the hours the ultrasound is available. The patient said he had tried to schedule the appointment during times he could come in, but no one returned his calls. (Domain: Competing Responsibility/Access)
* **No Contextual Plan of Care:** The provider didn’t address the patient’s ability to schedule his ultrasound. A possible strategy would be to call the department with the patient in the room or to ask a member of the PACT team to assist.