* **Red Flag:**  A patient mentioned that he doesn’t use his cane at work, but uses it everywhere else.
* **No Probe:** The provider did not ask the patient why.
* **Contextual Factor spontaneously revealed by patient:** The patient went on to say that he is afraid that he could be fired from his job if his boss sees him using a cane. (Domain: Environment)
* **No Contextual Plan of Care made:** The provider did not address the patient’s concerns. He did not explain that employees with disabilities are protected by the Americans with Disabilities Act (ADA). Possible strategies include providing a medical note to the employer, seeing if there is a union or HR representative at his job who could protect his rights, and/or referring to social work to advise patient of his options.
* **Red Flag:** The patient mentioned that he had not been able to follow the diet recommendations that had been discussed at a previous visit.
* **Probe:** The provider did not ask the patient why he wasn’t able to follow the recommended diet.
* **Contextual Factor:** The patient went on to say that he had been spending lots of time with family and those events included lots of food. (Domain: Environment)
* **No Contextual Plan of Care:** The provider did not address the patient’s environment as it effects his eating. Missed opportunity to help the patient with strategies to eat healthily in family gatherings including bringing healthy snacks, enlisting fellow family members to also make healthy choices, etc.