* **Red Flag:** A patient had been to the ER three times in the past four months.
* **Contextual Factor Spontaneously Revealed by Patient:** The patient stated that he uses the ER when “things come up.” (Domain: Skills, Abilities, and Knowledge).
* **Contextual Plan of Care made:** The provider reviewed those visits and pointed out that they could have been handled in primary care without any harm to the patient and with less hassle. The provider also made sure the patient understood how to schedule appointments with the primary care clinic. The patient agreed that the issues would have been better addressed in Primary Care and with less wait time when he got there.
* **Red Flag:** While reviewing medications, the patient stated that when he receives medications in the mail, he pours the new pills into the old bottles even if he still has pills in the original bottle.
* **Contextual Factor Spontaneously Revealed by Patient:** The patient went on to say that he has always done it this way, that it was his “routine.” (Domain: Skills, Abilities, Knowledge)
* **Contextual Plan of Care made:** The provider explained to the patient that several times the dosage of his medications has changed and if he simply pours old pills into the new bottles he may not be getting the correct medication. The patient agreed to no longer pour the new meds into old bottles.
* **Red Flag:** A patient mentioned he wasn’t taking his medications as prescribed.
* **No Probe:** The provider didn’t ask why.
* **Contextual Factor Revealed by Pt.:** The patient later went on to say that he often couldn’t remember if he’d taken his medication before bed so would avoid taking them to prevent the possibility of “doubling up.” (Domain: Skill, Abilities, and Knowledge)
* **Contextual Plan of Care:** The provider then addressed the patient’s situation by ordering a pill organizer which the patient appreciated.
* **Red Flag:** The patient had had tests in the past that indicated he should have a biopsy of his prostate to rule out prostate cancer, he stated that he did not want the biopsy.
* **No Probe:** The provider didn’t ask the patient why he didn’t want the biopsy.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he had been doing a lot of reading on the Internet and had learned that biopsies weren’t necessary. (Domain: Skills, Abilities, and Knowledge)
* **Contextual Plan of Care:** The provider then spent time with the patient explaining that the procedure had been recommended because of a concerning change in blood work. The provider explained the procedure in detail and cleared up misconceptions from the Internet. The patient promised to think about it.
* **Red Flag:** A patient with sleep apnea stated that he wasn’t using his CPAP.
* **No Probe:** The provider doesn’t ask why.
* **Contextual Factor Revealed by Pt.:** The patient went on to voluntarily mention that he frequently falls asleep in his arm chair. (Domain: Skills, Abilities, and Knowledge)
* **Contextual Plan of Care:** The provider and patient discussed strategies including moving the CPAP to the front room next to the patient’s chair or making sure the patient goes into his bedroom at the first sign of sleepiness in the arm chair.
* **Red Flag:** The patient missed 2 appointments in the past 4 months.
* **No Probe:** The provider did not inquire as to why the patient had missed the appointments.
* **Contextual Factor Revealed by Patient:** The patient commented that since he had suffered a stroke he was having trouble keeping track of his schedule. (Domain: Skills, Abilities, and Knowledge)
* **Contextual Plan of Care made:** The provider then addressed the patient’s ability to manage his appointments by printing out a list of his upcoming appointments and carefully going over the list with the patient.
* **Red Flag:** The patient with diabetes mentioned that he had decided to stop taking his metformin.
* **No Probe:** Before the provider could ask why, the patient explained….
* **Contextual Factor Revealed by Patient:** The patient said that someone had told him that metformin causes dementia. (Domain: Skills, Abilities, and Knowledge)
* **Contextual Plan of Care made:** The provider explained to the patient that while metformin can lower B12 levels which may impact memory, the patient’s current B12 level was fine and it was being monitored. The provider also explained that if it were ever necessary the patient could take a B vitamin supplement.
* **Red Flag:** The patient commented that he was not taking a prescribed medication.
* **No Probe:** The provider didn’t ask why.
* **Contextual Factor Revealed by Pt.:** The patient then brought it up again later in the visit and this time also said that he did not know how or why he was supposed to take the medication. (Domain: Skills, Abilities, and Knowledge)
* **Contextual Plan of Care:** The provider then addressed the patient’s understanding of what the medication was for and how to take it. The patient thanked him and said he’d start taking the medication as prescribed.