* **Red Flag:** A patient who was gaining weight mentioned that he thought it might be because he’d stopped exercising.
* **No Probe:** The provider didn’t ask the patient what was preventing him from exercising.
* **Contextual Factor Revealed by Pt.:** The patient later went on to mention that he had lost his “biking buddy” because he son had returned to college. (Domain: Social Support)
* **Contextual Plan of Care:** The provider then addressed the patient’s loss of social support by suggesting he join the MOVE program where he could network with others.
* **Red Flag:** During a visit it became evident that the patient was not taking his medications as prescribed.
* **No Probe:** The provider didn’t ask why because the patient revealed the factor spontaneously.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he had recently lost a visiting nurse who had helped organize his medications. (Domain: Social Support)
* **Contextual Plan of Care:** The provider contacted VNA services during the visit to expedite getting a replacement for his visiting nurse. The provider also helped the patient identify family members to help. The provider gave a printout of the medications to the patient, which they reviewed together.
* **Red Flag:** A patient who is experiencing pain states that he is not able to take over the counter pain medication.
* **No Probe**
* **Contextual Factor Revealed by Pt.:** The patient went on to voluntarily mention that his wife will not let him take any medications that are not specifically on the list printed at the VA. (Domain: Social Support)
* **Contextual Plan of Care:** The provider added Tylenol to the list of medications the patient receives from the VA.
* **Red Flag:** A patient had lost significant weight since his last visit.
* **Contextual Factor Spontaneously Revealed by Patient:** The patient went on to say that his wife had recently died. She used to do all the cooking, so now his eating habits had changed considerably since he doesn’t cook. (Domain: Social Support)
* **Contextual Plan of Care made:** The provider discussed strategies for the patient to get help, including reaching out to nearby family members, attending church events were can socialize and eat (fish fries), and arranging meeting with social work and nutrition. The provider also asked the patient about his mood and if that was impacting his eating habits (the patient said his mood was okay all things considered.)
* **Red Flag:** A patient had not completed scheduled lab work.
* **Contextual Factor Spontaneously Revealed by Patient:** The patient’s wife (who is his caregiver) stated that she was having trouble remembering all the appointments for the patient. (Domain: Social Support)
* **Contextual Plan of Care made:** The provider discussed strategies for the patient’s wife to manage appointments and lab work. They told the wife that one way to remember lab work was to know that it was requested before every visit with them. The provider also replaced the patient’s phone number with the wife’s phone number as the point of contact in the medical record so that she’d received all reminder calls for appointments and labs.