* **Red Flag:** The patient informed the provider that he needs help taking his medication.
* **Probe:** The provider asked the patient to clarify what kind of help he needed.
* **Contextual Factor:** The patient responded that he had issues remembering what to take and when to take it and hoped someone could help him. (Social Support Domain)
* **No Contextual Plan of Care:** The provider told the patient that he was not qualified for home health aides from the VA. The provider missed an opportunity to explore other possible options such as a contacting a family member or neighbor, ordering a pillbox, setting up reminders/alarms, or referral to a social worker to see if there were services outside of the VA the patient might qualify for.