

**Shared decision making is a process in which the healthcare team and patients work together to make healthcare decisions. It involves sharing information back and forth. Patients are supported by their healthcare team to consider all treatment options, be well-informed about their diagnosis, understand what testing needs to be done and develop the best care plan to move forward. Shared decision making considers the patient's own preferences and values.**

## PATIENT CONCERNS FOR DISCUSSION

The patients guide includes the following list of concerns as a way to focus their appointment(s) on the most important topics for them. This will assist in creating a treatment plan that takes into consideration your patient's preferences and values.

- Treatment effectiveness
- Addressing side effects
- Patient's ability to get to appointments/treatment
- Patient's ability to participate in daily activities
- Financial concerns
- Difficulty adhering to a medication schedule at home
- Patient's fear of relapse

## HEALTHCARE TEAM COMMUNICATION TIPS

- Get to know your patient and establish a rapport.
- Ask open-ended questions to gather more information about your patient.
- Ascertain what the patient already knows about their diagnosis and treatment so that you may build on their knowledge base.
- Ask the patient if they would prefer to have their medical information be explained to their caregiver. Then find out the best way to communicate with that person.
- If the patient/caregiver needs more time with you, find out how they want to get their questions answered. You may suggest making another appointment (either an in-person or tele-health visit), having a phone consult, or provide an email for correspondence.
- You may also utilize the P.A.C.E.S method to increase communication with your patient, and to ensure that you are delivering information in a way that the patient understands. P.A.C.E.S. stands for:

**P:** Present information

**A:** Ask questions

**C:** Check understanding

**E:** Express concerns

**S:** State preferences

## QUESTIONS TO ASK YOUR PATIENT/CAREGIVER

How much information do you want to receive about your diagnosis and treatment? (Here are some options: Provide as much information as possible, summarize the most important information, provide the highlights, just tell my caregiver)

What matters to you the most? (Longer life versus quality of daily life)

What is your treatment goal?

Are you concerned about side effects?

Do you have any concerns or worries that you would like to share with me?

**NOTES**

Support for this publication provided by:  
AbbVie Inc. and Genentech, A member of the Roche Group