

7. Information/communication with the patient^{80.82}

This chapter will answer the following questions:

- What is the basic information that should be given to patients with anxiety disorders?
- What is the basic information that should be given to the families of patients with anxiety disorders?
- What is the best way to inform patients of their disorders?

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opinions) 4

Patient information forms part of the integrated treatment of generalized anxiety disorders, panic disorder, and/or panic attack, at the Primary Care Level.

Providing the patient, and when appropriate, the family, information based on the evidence, nature, and origin of their symptoms, the treatment options, and the possibilities of treating their anxiety disorder, facilitates shared decision making. This involvement of patients in the decision-making process, as well as an interactions style based on empathy and understanding, increases satisfaction with the visit – increasing trust – and improves the clinical results. Shared decision-making begins with the diagnostic process, and is maintained in all of the phases of treatment. Common language, and if appropriate, written material that is also understandable for the patient should be used to facilitate this^{80.82}.

In regard to the possible treatment options, the patient preferences and experiences with other treatments must be taken into account, guided by the most common concerns in patients with anxiety disorders, especially those related to medication, side effects, and fears of possible addiction.

Proper handling of these patients in the doctor's office requires the evaluation of the possibility of family support, taking into account the available social resources, and suggesting the lifestyle changes that would be best suited for the patients.

The information aimed at the patient/family is included in Appendix 4.

Evidence on information/communication with patients with Generalized Anxiety Disorder (GAD), Panic Disorder (PD) and/or Panic Attack

4	Patient information forms part of the integrated treatment of generalized anxiety disorders, panic disorder, and/or panic attack, at the Primary Care Level ^{80,82} .
4	Providing the patient, and when appropriate, the family, information based on the evidence, nature, and origin of their symptoms, the treatment options, and the possibilities of treating their anxiety disorder, facilitates shared decision making ^{80,82} .
4	This involvement of patients in the decision-making process, as well as an interactions style based on empathy and understanding, increases satisfaction with the visit – increasing trust – and improves the clinical results ^{80,82} .
4	Shared decision-making begins with the diagnostic process, and is maintained in all of the phases of treatment ^{80,82} .

Recommendations regarding information/communication with patients with Generalized Anxiety Disorder (GAD), Panic Disorder (PD) and/or Panic Attack

√	Information for the patient should form part of the integrated treatment of anxiety disorders at the Primary Care level.
D	The patient, and when appropriate, the family, should be given information based on the evidence regarding their symptoms, treatment options, and the possibilities of treating their disorders, taking patient preferences into account to facilitate joint decision-making.
D	A contact style based on empathy and understanding is recommended to improve patient satisfaction.
D	The possibility of family support should be assessed, taking into account the available social resources, and suggesting the most appropriate changes in lifestyle.