

Guideline 10: Conflicting treatment preferences

Summary

Explore the understanding and different perspectives of the patient and family

Explore the patient and family's understanding of the treatment options

- Ensure an they have an accurate understanding of the medical situation
- Understand the views of the patient and family towards the decision
- Explore the emotions behind their views the emotions behind them

Seek to resolve conflicting treatment wishes through finding shared values and common ground

- Attempt to find shared values and common ground between the patient and family
- Try to negotiate a mutually acceptable path
- Suggest more time to process the decision, if feasible and necessary

Respect patient autonomy

- If consensus cannot be achieved, respect the wishes of the patient
- Acknowledge the impact on the carer of the decision