INTRODUCTION

- There is growing awareness of the value of patient-centredness in fertility care.
- Ideally, health care providers tailor information to meet the individual preferences, needs, and values (e.g., information/communication, continuity of care, physical comfort) of fertility patients and involve patients in decision-making regarding treatment.
- However, there is limited research regarding the provision of individualized fertility-related information.

OBJECTIVE

The present study investigated the types of information exchanged between health care providers and fertility patients, and patients’ satisfaction with, and desire for, information.

METHODS

Between July 2015 – February 2016, 127 health care providers and 567 fertility patients were recruited from fertility clinics in Quebec and Ontario to complete anonymous online surveys.

Health care providers reported:
1. Demographic characteristics
2. The types of information that fertility patients typically requested

Patients reported:
1. Demographic characteristics
2. The types of information they received from providers (e.g., side effects of treatment, accessing psychological support, regulations/laws)
3. Depending on whether patients received each of the 13 topics of information, they were provided with one of two follow-up questions:

DISCUSSION

According to health care providers, patients typically ask for information related to:

- Medical information
- Accessing medical services
- Insurance and regulations
- Non-medical options
- Psychosocial information and support

- HCPs are working to provide patients with information that will meet their needs.
- The three topics on which HCPs most frequently provided information to patients (tests and procedures, explanation of condition, and medications) addressed the type of medical information that HCPs believed patients most desired.
- However, our results suggest that there may be discrepancies between the types of information that are currently provided and those that patients have requested and consider helpful.
- Patients frequently requested information on how to access medical services and on insurance and regulations but were less likely to be provided with this information.
- Topics that patients were also less likely to receive information about (how to discuss treatment with family/friends, regulations/laws in other provinces) were topics that patients found most helpful.
- Future research should determine what factors limit the discussion of this information with patients. Informing providers about patient needs and preferences for information may facilitate the provision of patient-centred care.