Box 1: Survey questions used to measure the perceived frequency and challenges of physician–patient encounters that may be addressed with informed and shared decision-making (ISDM) skills

How challenging are the following situations for you in your practice and how often are you faced with them?

1. Dealing with a patient who does not respond to treatment as expected and admits to not taking medication as prescribed (NonComply)
2. Responding to a patient who wants to try an alternative or complementary therapy about which you have major concerns (A/CTherapy)
3. Dealing with a patient who wants something (e.g., a test, prescription or referral) that you do not think is appropriate or necessary (RxConflict)
4. Responding to a patient who has a lot of information (e.g., from books, the Internet, friends) but is unable to assess its quality (LotsOfInfo)
5. Handling a situation in which the patient is accompanied by a significant other (e.g., spouse, parent) who interferes with your ability to identify the problem or discuss treatment (SOInterfere)
6. Conducting an interview in which you suspect that the patient is shopping for a doctor (ShopForDoc)
7. Managing a patient who has a progressive chronic condition and refuses the best management option despite being presented with the evidence (RefuseBest)
8. Responding to a patient who wants to know your opinion about a therapy that you do not know about (conventional or alternative/complementary therapy) (DrNotKnow)
9. Involving a patient in making a choice between different treatments (or investigations) when they want you to make the decision and you feel that this is not appropriate (YouDecide)

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