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**Introduction:** The problem of interaction between physicians and parents is very acute for child psychiatrists in Russia (Semenova S, Iakovleva I., 2012, Kupriyanova T, Koren E., 2013). The risk of stigmatization is one of the main reasons of treatment refuse.

**Objectives:** To identify the reasons for resorting to a psychiatrist, agreement with the diagnosis and methods of treatment.

**Methods:** 80 parents of mental disease's children were examined by special questionnaire.

**Results:** We found that the 28 parents (35%) took their children to psychiatrist by their own initiative, some other professionals (pediatrician, neurologist or psychologist) encouraged applying to a psychiatrist in 44 cases (55%), 8 parents (10%) asked for advice after strong recommendations from teachers. Examination of the child by psychiatrist and an explanation of symptoms persuaded 20 parents (25%) only. 53 parents (66,3%) were convinced that a doctor for a diagnosis of mental disorder had to examine the child several times, 21 (26,2%) agreed with the diagnosis after several evaluations of different mental health professionals. 72 parents (90%) were not satisfied with the medical information about the child's illness that was provided and were needed to supplement that.

**Conclusions:** All of those factors hamper the effective interaction between the doctor and the parents of patients, which leads to delays in providing necessary assistance and negatively affects the health of children.