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Object To know the treatment experiences of patients with depression in general hospital, and their suggestion on the present mental health services. To provides theoretical support for optimizing the mental health services model in general hospital. **Methods** Qualitative interviews were given to 10 patients diagnosed as depressive disorder from department of psychiatry, Renmin Hospital of Wuhan University. Questions were asked from following aspects: the process of seeking medical help before hospitalization in psychiatry department(when, where, who, referral), evaluation of drug treatment (efficacy, side effects, doctors) and psychotherapy, satisfaction and suggestions on medical services(including hospital environment, medical staff and etc.) , social rehabilitation (stigma , social functional recovery , survival / quality of life etc.) , socio-economic factors (health insurance coverage , financial resources, social support resources). Answers referred to above factors were conducted to statistical analysis. Results showed departments of neurology, gastroenterology, endocrinology, Chinese traditional medicine, obstetrics and gynecology are the first medical choice of depressive patients; the average number of departments before they get psychiatric treatment is five, the average number of referral is 2. Medication side effects are the most concerned problems. Enough and reasonable information given from doctor about drug's name, efficacy, side effects, and length of treatment can improve patient's compliance, even can predict recurrence rate. Discrimination medical personnel can reduce compliance of patients: contempt, pessimism, avoidance, activity limitations, and impolite language and behavior. Psychotherapy can shorten the hospital stay. Health insurance coverage, job, social support can predict social functional recovery. **Conclusions** Doctors in general hospital should improve their ability in recognizing depression to ensure referral patients timely; Education of depression, medication-related knowledge should offered by psychiatrists to improve patients' treatment compliance, and reduce relapse rate; psychological therapy should be incorporated into psychiatric conventional treatment; Medical personnel should be conscious of using positive affirmation, respectful words and actions; effective communication with families is necessary for promoting patients' social rehabilitation .