

Wellness First Psychiatric
1415 Watts St.
Durham, NC 27701

RE: New Policy

Patients working with us should know that motivation is a very important ingredient in getting the most out of your treatment. Motivation is a positive source of energy.

One obvious sign of a lack of motivation is no showing appointments, particularly no-showing in the absence of a phone call.

Because our no show rate is higher than we would like we are implementing a policy similar to that which Duke University psychiatry is using: patients who no-show no-call more than 2 times in a calendar year will be subject to being dismissed from our clinic.

Though this policy may appear drastic, it is made in the service of directing patient's attention to motivational issues. And where motivation is sufficiently impaired that we have to discharge a patient, the policy will enable us to open treatment slots for patients who are sufficiently motivated to benefit from their time with us.

-March 21, 2023