

**Paramount Wellness Collaborative, Inc.**  
**Shanique Ampiah, MD**  
*Board Certified General and Pediatric Psychiatrist*

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## **NOTICE OF SERVICES AND PRACTICE POLICIES**

This notice provides information about services offered and practice policies of Paramount Wellness Collaborative, Inc. and Shanique Ampiah, MD. **Please read this information thoroughly, your signature at the end of the document indicates your acknowledgement and acceptance of all practice policies herein.** If desired, you may revoke your consent in writing at any time. This Notice was last updated on July 31, 2023. The Notice is subject to change with at least thirty days' advanced notice provided in writing.

### **Pre Screen Questionnaire and Optional Phone Introduction**

In an attempt to ensure that Paramount Wellness Collaborative, Inc. is the right fit for your needs, Dr. Ampiah requires a prescreen form to be completed prior to all new patient appointment requests.

If on reviewing the screening form, there are no additional concerns, you will be notified by email that the appointment has been accepted/confirmed.

If there are additional questions, Dr. Ampiah may contact you to have a FREE 5 to 10-minute phone introduction. During the call, Dr. Ampiah will clarify any unclear responses on the prescreen form, provide an overview of practice services and options for moving forward, as well as answer any general questions you may have regarding the practice.

- **Please note that neither the prescreen questionnaire nor the introductory phone call constitute a therapeutic relationship with Dr. Ampiah, and in the event that Paramount Wellness Collaborative, Inc. does not meet your current needs, Dr. Ampiah will suggest other resources for your consideration.**

## **SERVICES OFFERED**

### **New Patient Intake Appointment (Psychiatric Diagnostic Evaluation)**

The physician patient relationship is only established after completion of an intake/ new patient appointment wherein Dr. Ampiah determines that her services are suitable for your needs. This **60-80 minute appointment** can be **virtual or in person** and is a comprehensive psychiatric evaluation requiring **both patient and parent participation**; during appointment, Dr. Ampiah will explore reasons for seeking treatment, current symptoms and level of functional impairment.

- In certain cases, an additional appointment may be required to complete the Psychiatric Evaluation.
- Upon conclusion of the intake appointment, Dr. Ampiah will share her initial diagnostic impression and proposed treatment plan.

As above, should Dr. Ampiah determine that a higher level of care is warranted, or that practice services are not a good fit for your needs, she will provide resources for other mental health providers and work with you to transfer care to another provider.

### **Medication Management/ Follow Up Appointments**

During review of treatment plan at the intake appointment, Dr. Ampiah will discuss recommended frequency of appointments needed to optimize patient outcome and ensure timely monitoring of symptoms and/or response to medication. Appointment length includes dedicated time for face to face assessment, chart review, documentation, prescribing, and coordinating care with other providers, ordering lab work, or any other activities performed in association with patient care.

- Typical follow up frequency begins monthly and can be extended to once every 2-3 months when patient has achieved more stability.
- **Standard Follow Up appointments are scheduled for 30 minutes.**
- If there is greater case complexity or need for psychotherapeutic intervention, an **Extended Follow Up of 45 minutes** may be required.
- While brief psychotherapeutic intervention may be provided in appointment by Dr. Ampiah, it does not replace the benefit gained with patients engaging in individual or family therapy with a licensed therapist (PhD, LMHC, LCSW). Evidence has shown that prognosis improves and is more sustained with combination of medications and therapy, thus Dr. Ampiah often includes therapy by therapists via other practices in treatment plan. Paramount Wellness Collaborative, Inc does not currently provide therapists directly.

### **Second Opinion Consultations**

A second opinion consultation is an option for patients who are not seeking to establish ongoing treatment with Dr. Ampiah as they may already be established with another psychiatric provider, however would like an additional independent psychiatric assessment. These **90-120 minute** appointments are accepted on a case by case basis and include time to meet with patient (and family) as well as communicate with referring provider regarding findings of assessment.

- Medications are not prescribed or adjusted during second opinion consults, rather only recommendations will be provided for patient's current provider to consider, if desired.

### **PRACTICE POLICIES**

#### **Population Served**

- Individuals ages 4 through 17, at age 18 patients may be transferred to adult psychiatry as Dr. Ampiah primarily sees children at Paramount Wellness Collaborative, Inc.
- Parent or legal guardian required at all appointments. Custody, Adoption, Guardianship paperwork required where applicable.

#### **Conditions Treated**

Attention Deficit Hyperactivity Disorder/Attention Deficit Disorder, Adjustment Disorders, Autism Spectrum Disorders, Anxiety Disorders (Panic Attacks, Panic Disorders, Separation Anxiety, School

Avoidance and Specific Phobia), Obsessive-Compulsive and Related Disorders, Mood Disorders (Depression, Disruptive Mood Dysregulation Disorder) and PTSD.

### **Services we do not provide**

Clearance Letters for Emotional Support Animals, Clearance Letters for Medical Marijuana/ CBD (cannabidiol), Court ordered or Custody Evaluations, Disability Evaluations, Eating disorders including Anorexia or Bulimia Nervosa, Substance use disorder/addiction treatment. *Due to the nature of Paramount Wellness Collaborative, Inc. being a small solo private practice, while we will support our current patients through any crisis, we unfortunately are unable to accept new patients in acute crisis or who have been recently discharged from a hospital (inpatient, partial hospitalization or intensive outpatient program).*

### **Tele Psychiatry Appointment Policies**

At Paramount Wellness Collaborative, Inc. Dr. Ampiah is only permitted to see Florida residents due to her Florida Medical License restrictions. Even if seen virtually, **patient must be in Florida at time of all telemedicine appointments.**

Due to federal and state laws:

- **Stable** patients prescribed controlled substances must have an appointment at least once every 3 months. Failure to present prior to 90 days since last appointment may result in Dr. Ampiah being unable to refill stimulant until an appointment has occurred. This is per governance of the Florida Board of Medicine and the federal DEA regulations.
- All patients on controlled substances require an in-person appointment at least once per year. New patients also require an in-office appointment prior to controlled substances being prescribed (*subject to change based on amendments to Ryan Haight Law*).

### **Out of Network**

Paramount Wellness Collaborative, Inc. is an **out of network, cash pay only, private psychiatric practice.**

- This means the practice is unable to accept any insurance plans, including Blue Cross Blue Shield, Tricare, Medicaid or Medicare. Due to federal and state law, **Dr. Ampiah is unable to see patients with Medicare/ Medicaid at this practice, even if patient wishes to pay out of pocket.**
- Upon request, an out-of-network ‘Superbill’ will be available after the appointment which may be used by the patient/parent to obtain reimbursement from insurance provider at their discretion.

To ensure that your insurance plan offers such benefits, inquire regarding coverage of the following CPT codes often used in documentation:

- initial evaluations: 99204, 99205, 90833, 90836, 90838, 90792
- follow-ups: 99213, 99214, 99215, 90833, 90836, 90785, 99417
- phone-consults: 99441, 99442, 99443.

### **Professional Fees**

Fees are the same whether appointment is in person or virtual. Fees are subject to change and patient will be provided with at least 30-day advanced notice. **By signing this notice, you are agreeing to pay professional fees as listed below:**

### **New Patients**

- Initial Psychiatric Evaluation: \$460 (60-80 minutes)

- Second Opinion Evaluation: \$600 (90-120 minutes)

### **Established Patients**

- Standard Medication Management Follow Up: \$240 (30 minutes)
- Extended Follow Up: \$320 (45 minutes)

*Patients have the right to request a Good Faith Estimate of healthcare charges for a 12-month period. Please request if desired.*

### **Payment Policies**

Accepted payments include all major credit/debit and HSA/FSA cards. **A valid/ active card is required to be kept on file at the time of requesting/booking a new patient appointment and to continue treatment at Paramount Wellness Collaborative, Inc.**

- Payments are processed through a secure payment platform (Bluefin) that is integrated into the CharmHealth electronic health record system. Paramount Wellness Collaborative, Inc. does not retain patient payment details, it is securely and confidentially vaulted by our payment processing partner.
- **For New Patients: a nonrefundable 50% deposit is required at the time of booking all new patient appointments.** This will be charged at the time of creating an intake appointment, and will be credited toward the remaining balance of the fees associated with the appointment on the day it occurs.
  - Should a new patient fail to cancel at least 2 days prior to the appointment or does not attend the appointment (no show), the 50% deposit is forfeited. In this event, it will be at Dr. Ampiah's sole discretion if a reschedule will be permitted; rescheduling will require another deposit as is standard practice policy for booking new patient appointments.
  - If a new patient appointment is cancelled greater than 2 days prior, the appointment will be rescheduled and the above deposit will be credited toward the intake fee of the rescheduled appointment.
- **For follow up appointments, fee will be charged prior to the start of the appointment.**
  - If appointment exceeds allotted time, the excess fee will be charged after the appointment.
- Should a payment be declined, the appointment will be postponed until full payment received and a **\$25** declined payment fee may be charged in addition to the fee assessed for the appointment.

### **Attendance Policies**

The scheduled appointment time is reserved specifically for each patient, thus if you are unable to attend the appointment, please **cancel at least 2 full days prior** to appointment (48 hours EXCLUDING holidays).

- Cancellations can be made via phone (including voicemail indicating of desire to cancel), patient portal message, or via automated reminder text message which is sent 3 days before each appointment.

For established patients, there is a **50% charge of scheduled appointment-type fee** in case of late cancellations which are those cancelled within 1-2 days of the appointment.

- If appointment is cancelled within 24 hours OR patient does not attend the appointment (no show), the FULL appointment fee will be charged.

There is a **10-minute grace period** for tardiness, if a patient does not arrive to the office or log in to the virtual appointment within 10 minutes of the scheduled appointment time, they run the risk of the appointment being considered a no show and the full appointment fee will be charged. **If you are running late, please call the office or send a message through the patient portal.** *Dr. Ampiah understands that life happens and so offers a one-time waiver if a follow up appointment is missed due to a no show or late cancellation.*

As no documentation is generated on a missed appointment, no superbill can be provided for missed appointments. **If there are 3 or more no shows or late cancellations in a 12-month period, patients may be discharged from the practice due to violation of the practice policies.**

### **Refill Policies**

Refills will be sent during the scheduled appointment to last until the next scheduled visit. Please ensure that the practice has the appropriate pharmacy information on file.

Should there be a need for a refill in between appointments, a **\$25 refill fee** will be charged. **Refill requests are to be sent through the patient portal and are processed within 24 hours after payment received. Dr. Ampiah may decline refill request if patient has not been consistently following up in clinic; if this occurs, patient will be advised to obtain emergency refill from PCP until able to be seen in clinic.**

- Controlled substances can only be dispensed once every 30 days and thus may not be eligible for additional refills.
- Dr. Ampiah does not respond to requests sent from pharmacies as they are often automatically generated and may not reflect patient's current medication regimen, so please request refills through the portal.

### **Communication Policies**

Due to Paramount Wellness Collaborative, Inc. being a small, solo private practice, Dr. Ampiah may not always be immediately available to answer the phone during business hours. If you call the office and we are unable to answer your call, please leave a voicemail and you will receive a response within 48 hours.

- The **preferred mode** of communication is via messaging through the HIPAA compliant and secure, CharmHealth Patient Portal.
- While Dr. Ampiah is only available to see patients on weekends at Paramount Wellness Collaborative, Inc, **practice voicemails and portal messages are checked daily**. Per practice policy, Dr. Ampiah will respond to messages (voicemail or portal) within 48 hours of message delivery.

**The patient portal and phone line are NOT for emergencies or acute crises. If in crisis, or if there are any safety concerns, please call 911 or take patient to the closest ER.**

- Through the portal, you may ask questions about appointments, medications, side effects, and request refills as well as view your visit summaries and upcoming appointments.
- If there is any in-depth portal communication regarding a particular concern, messages become too frequent or complex, then a follow up appointment will be scheduled.

### **Emergency/ Crisis Policies**

*Dr. Ampiah understands that inherent to certain psychiatric conditions are risk of decompensation, while she will support her patients through any crisis, the nature of Paramount Wellness Collaborative, Inc. being a solo*

*private practice with limited office hours means she may not be available for immediate access during an acute event.*

- **If you require immediate assistance, are feeling unsafe, or are in an emergency or acute crisis situation, please immediately call 911 or go to your nearest emergency room.**
  - For urgent, but non-life threatening mental health issues or crisis, please call 988. The National Suicide & Crisis Lifeline is available 24/7 for crisis intervention and support.
  - In the event patient requires hospitalization, Dr. Ampiah will collaborate as able with treatment team (once ROI received, if applicable).

For any non-emergent AFTER HOURS concerns, a message can be sent via patient portal and Dr. Ampiah will respond within approximately 48 hours.

### **Conduct and Safety Policy**

Paramount Wellness Collaborative, Inc. is a safe, nonjudgmental, and welcoming place. Of note, the office is located in a building shared by other mental health professionals (therapists). The occupants of the office are completely independent of Paramount Wellness Collaborative, Inc. and no information is shared amongst occupants, unless a release of information is signed due to patient choosing to receive therapy from one the licensed therapists in the office building.

Dr. Ampiah and staff pledges to treat everyone with respect and expect the same in return. Inappropriate conduct, including but not limited to physical or verbal aggression or any behavior deemed to go against practice policies, whether toward Dr. Ampiah, staff, other patients or individuals in the office building, is grounds for immediate termination of services and discharge from the practice.

### **Termination Policies**

Patients may choose to transfer care to another psychiatric provider at any time; if considering transfer, please inform Dr. Ampiah so she can work with you to ensure smooth transition to your new provider. Therapeutic relationships, like other relationships in life, are subject to fractures and repairs, Dr. Ampiah will always be open to resolving any concerns patients/families may have as they work together.

Dr. Ampiah may choose to terminate the patient-physician relationship under the following circumstances:

- Patient requires a higher level of care than Dr. Ampiah is able to provide.
- Patient non-adherence to practice policies (frequent no shows, late cancellations, or breach of practice policies as outlined herein).
- Patient or someone connected to the patient, breach of practice conduct policies as directed to anyone connected to Paramount Wellness Collaborative, Inc. or any of the other occupants of the office building.
- Discharged patients will be provided with written notification and resources for continuing treatment elsewhere. Dr. Ampiah will facilitate transfer of care by releasing records once Release of Information has been received. If appropriate, patient will also be provided a prescription for a thirty-day supply of medications.

### **ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF SERVICES AND POLICIES**

If there are any questions after reviewing this document in full, please do not hesitate to ask Dr. Ampiah. For services to be provided, Paramount Wellness Collaborative, Inc. requests that a signature is provided indicating that you acknowledge that you have read all the policies above, understand them, and agree to them.

**I hereby acknowledge that I have received a copy of Paramount Wellness Collaborative, Inc.'s Notice of Services and Practice Policies, and I agree to abide by the policies stated above.**

\_\_\_\_\_  
Patient or guardians/representative signature

\_\_\_\_\_  
Date of signature

\_\_\_\_\_  
Print name of patient

\_\_\_\_\_  
Print name of guardian

*We are elated to partner with you and your family in your journey to mental health and wellbeing.  
Welcome to Paramount Wellness Collaborative, Inc!  
-Dr. Ampiah.*