**CONTENTS**

**CLINICAL**

For assistance with *clinical or surgical* questions, please contact:
- David Feldman, MD: dfeldman@paleyinstitute.org
- Aaron Huser, DO: ahuser@paleyinstitute.org
- Tiffany Kochheiser, PA-C: feldmanpa@paleyinstitute.org
- Alyssa Clarke, PA-C: feldmanpa@paleyinstitute.org
- Katie Totten, PA-C: feldmanpa@paleyinstitute.org

For scheduling *new patient appointments or surgery* in West Palm Beach, please contact:
- Jennifer Enterkin, Executive Assistant
  jenterkin@paleyinstitute.org
  (561) 844-5255 ext. 310

For scheduling *follow-up appointments* in West Palm Beach and *new or established appointments* in New York, please contact:
- Andrea Mower, Administrative Assistant
  amower@paleyinstitute.org
  (561) 844-5255 ext. 245

For assistance with lodging accommodations or logistical planning for your stay, please contact:
- Jessie Smith, Practice Coordinator
  jsmith@paleyinstitute.org
  (561) 866-6866
For questions and assistance regarding your child’s surgical and treatment experience, please contact our Child Life Specialist for support:

- Kaile-Jo Scott, Child Life Specialist
  kscott@paleyinstitute.org
  (561) 334-9135

If you would like to contact another patient, parent or family who is familiar with the surgical experience, please contact:

- Kristen DeAndrade, Patient Advocate
  kdeandrade@davidsfeldmanmd.com
- Mia Johnson, Family Liaison
  mjohnson@davidsfeldmanmd.com

**Find us on Facebook in the group ‘Patients and Families of Dr. David Feldman at The Paley Institute (https://www.facebook.com/groups/patientsofdrdavidfeldman)

For assistance with medication refills or general medical questions, please contact our Medical Assistants:

- Dalia Hanna, MA
  dhanna@paleyinstitute.org
  (561) 844-5255 ext. 243
- Iesha Vazquez-Sanchez, MA
  ivazquez@paleyinstitute.org
  (561) 844-5255 ext. 285
- Lina Kebede, MA
  lkebede@paleyinstitute.org
  (561) 844-5255 ext. 285

For assistance with school, work or FMLA forms, please contact:
  Andrea Mower, Administrative Assistant
  amower@paleyinstitute.org
  (561) 844-5255 ext. 245

**REHABILITATION**

For assistance scheduling physical therapy, occupational therapy or to make a serial casting appointment, please contact the rehabilitation department at:

- Cindy Pacheco
  Office Coordinator
  cpacheco@paleyinstitute.org
  (561) 844-7878 ext. 231

- Brianna Perez
  Office Coordinator
For any other questions or concerns regarding physical or occupational therapy, please contact:

- Fran Guardo MEd, MPT, DPT, BSPTS C-1
  Director of Rehabilitation
  fguardo@paleyinstitute.org

**MEDICAL RECORDS**

For assistance with medical records or any other questions, please contact:

- Geneva Martinez
  Office Manager
  gmartinez@paleyinstitute.org
  (561) 844-5255 ext. 222

**INSURANCE AND BILLING**

For questions regarding insurance, please speak with our insurance coordinators and have your insurance card/information on hand. We accept plans from most major insurance companies. Please check with your insurance for confirmation that we are contracted with your specific insurance plan and policy.

For insurance verification, please contact:

- Daleth Buckley
  Insurance Coordinator
  dbuckley@paleyinstitute.org
  (561) 844-5255 ext. 242

For surgery coverage information, please contact:

- Erika Johnson
  Financial Analyst
  ejohnson@paleyinstitute.org
  (561) 844-5255 ext. 249

For all other insurance and financial information, please contact:

- Steven Aponte
  Senior Revenue Cycle Manager
  saponte@paleyinstitute.org
  (561) 844-5255 ext. 224
For office visit coverage information, please contact:

- Jennifer Enterkin
  Executive Assistant
  jenterkin@paleyinstitute.org
  (561) 844-5255 ext. 310

FINANCIAL TEAM AT ST. MARY’S MEDICAL CENTER

- Carol Siew
  carol.siew@coniferhealth.com
- Jennifer Ville
  jennifer.ville@coniferhealth.com

PATIENT AND FAMILY CARE TEAM

If you are traveling from abroad and need assistance, please contact our coordinators:

- Angelique Keller, RN, BSN
  International Patient Coordinator -- Asia and Adult Cosmetic Stature
  akeller@paleyinstitute.org
- Bernadetta Soja
  International Patient Coordinator -- Africa, Australia, Canada, Europe, South America
  bsoja@paleyinstitute.org
  (561) 758-6696
- Oussama Elbaba
  International Patient Coordinator -- Middle Eastern Countries
  oelbaba@paleyinstitute.org
  (703) 223-3552
- Sahar Almehessi
  International Patient Coordinator -- Middle Eastern Countries
  salmehessi@paleyinstitute.org
  (561) 281-9280
- Sara Alyamani
  International Patient Coordinator -- Middle Eastern Countries
  salyamani@paleyinstitute.org
  (561) 389-6022
- Jessie Smith, CCLS
  Family and Patient Care Coordinator -- USA
  jsmith@paleyinstitute.org
  (561) 866-6866
**IMAGING**

For mailing x-rays or scans from an outside facility for Dr. Feldman to review, please send attention to:

The Paley Orthopedic & Spine Institute  
Attn: Shamika Occeus / (Dr. Feldman or Dr. Huser)  
901 45th Street  
West Palm Beach, Florida 33407

Questions or concerns? Please contact:
- Heather MacDonald  
  Academic Conference Coordinator  
  hmacdonald@paleyinstitute.org

For a faster process, you may upload the images yourself to the My Medical Images website. Please have the imaging facility place the images on a disc for you so that you can upload them yourself to the My Medical Images website at www.mymedicalimages.com. Please notify Heather MacDonald at hmacdonald@paleyinstitute.org when you are ready to upload your images so she can send you an email with a one-time free upload link. She will need the patient’s full name, date of birth, which email address to use to send you the link, and the type of imaging being uploaded (x-ray, MRI, CT, etc). Once you receive the email with the link, follow the prompts to upload your images. There is no need to create an account.

Please keep in mind the following:
- The site is not supported by IE (Internet Explorer) MUST use Google Chrome or Safari.  
- You will need a CD drive/reader to upload the images.  
- There is NO need to create an account to use the one time free upload.  
- However if you choose to create an account, the cost is approximately $30/year. You may use referral code ORTHOMD for $10 off for the first year.  
- If you have any trouble uploading the images please reach out to My Medical Images support line at (855) 800-2851.  
- Once you have completed the process, please once again notify Africa Tyrell who will transfer all imaging from the MMI site to our Paley PACS System and notify Dr. Feldman's team that they are available for review. You can expect a call or email once these images have been reviewed after a few days.