

**PAPARELLA**  
EAR HEAD &  
NECK INSTITUTE, P.A.



## An Information Guide for Patients

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### Contact Us

Contact Paparella Ear, Head & Neck Institute by calling our main office at 612-339-2836 or by calling us toll-free at 866-316-0769.

### Clinic Locations and Maps

Beginning on page 9, get detailed information and directions for each of our clinic locations.

### Hours

Our phone hours and clinic hours are from 8 a.m. to 5 p.m., Monday through Friday.

### Website

For more information, visit [www.pehni.com](http://www.pehni.com).

*\* Patients should allow from **one to three hours** for scheduled appointments. Your physician may order multiple tests which we will make every effort to complete at the time of your appointment.*



## Our Mission

Paparella Ear, Head & Neck Institute is dedicated to providing broad-based diagnosis, innovative medical management, and the best of services for patients who need medical, surgical, or audiological care. While our clinics specialize in ear problems (otology) and neurotology, we offer a full range of services for patients with problems of the ears, head, or neck (throat). Members of our healthcare team routinely work on federally funded research that will advance understanding of diseases of the ear such as children's earaches. We teach and support education through Fellowship training for physicians who come from around the world to observe and learn from our research and clinical care. Using the latest medical knowledge and equipment, we provide practical solutions and thoughtful, caring advice. Each patient's needs benefit from our continuing commitment to providing special care to people with specialized needs.

## Our Services

Paparella Ear, Head & Neck Institute offers screening, diagnostics, surgery and referrals – complete care for the ear, head, and neck.

### Audiological Services

- BAHAs (Bone Anchored Hearing Aids)
- Cochlear Implant Program
- Complete Evaluation of Hearing
- Consults and Service for Hearing Aids and Assistive Listening Devices
- Custom Hunting Hearing Devices
- Custom Musician Plugs
- Custom Noise Protection
- Custom Swim Plugs
- Evaluation/Rehab for Cochlear Implants

### Diagnostic Tests

- Auditory Brainstem Response (ABR)
- Electrocochleography (ECOG)
- Endoscopy
- Otoacoustic Emissions
- Video Electronystagmography (VENG)

### For Problems with Ears

#### Hearing Loss-Children and Adults

- Conductive Hearing Loss
  - Stapedectomy Surgery
  - Tympanoplasty Surgery
- Sensorineural Hearing Loss
  - Bone Anchored Hearing Aids
  - Cochlear Implant Program
  - Hearing Aids

### For Problems with Ears

#### Infections

- Acute and Chronic Middle and Outer
- Cholesteatoma
- Ear Infections
  - Mastoiditis
  - Swimmer's Ear
- Labyrinthitis

#### Tinnitus

- Buzzing, Hissing, Whistling in the Ears
- Dizziness
- Fullness or Pressure in the Ear
- Ringing in the Ears
- Spinning

#### Tumors

- Glomus Tumors
- Vascular Tumors

#### Vertigo

- Balance Disorders
- Cholesteatoma
- Dizziness
- Fall Risk Assessment
- Labyrinthitis
- Meniere's Disease
- Migraine Associated Vertigo
- Neuronitis
- Positional
- Spinning

#### Other

- Canalith Repositioning Procedure
- Congenital Atresia
- Earwax
- Perforated Eardrum



## Our Services *continued*

### For Problems with Head and Neck

- Adenoiditis
- Endoscopy
- Deviated Septum
- Headaches
- Mouth Sores
- Nasal Airway Obstruction
- Nasal Stuffiness
- Nosebleeds
- Oral Problems
- Poor Sense of Smell
- Post-Nasal Drip
- Sinus Headaches
- Sinus Infections
- Sinus Pain and Pressure
- Sore Throats
- Stuffy Nose
- Swallowing Problems
- Swollen Glands in the Neck
- Tonsillitis
- Turbinate Enlargement
- Vagal Nerve Stimulator-Treatment for Intractable Depression and Epilepsy
- Voice Box Cancer

### Sleep Disorders

- Nasal Airway Obstruction
- Obstructive Sleep Apnea
- Restless Legs and Other Leg Movement Problems
- Snoring-Adults and Children

### Salivary Gland Disorders

- Parotidectomy
- Submandibular gland resection
- Salivary duct calculi extraction
- Sialendoscopy

### Voice Disorders

- Acid Reflux related Hoarseness
- Aging Voice
- Chronic Cough
- Hoarseness
- Voice Misuse and Overuse
- Vocal Cord Nodules, Polyps and Cysts
- Vocal Cord Paralysis and Paresis
- Voice Change



## We Offer Quality and Choice in...

### Medical Care and Surgery

Our approach is first to use conservative medical techniques in all diagnoses and treatments. If your medical problem does require surgery, our physicians have admitting and surgical privileges at University of Minnesota Medical Center Fairview, Fairview Northland Medical Center, Fairview Southdale Hospital, North Memorial Medical Center, and Maple Grove Hospital. Our experienced staff can assist you in scheduling necessary treatment, surgery, filing insurance, and finding accommodations.

### Referral to Specialty Centers and Support Groups

Our experience is based in broad knowledge of a variety of medical fields. Our staff is equipped to assist those who may need a referral to an additional specialist. Patients who suffer vertigo, tinnitus, and other ongoing problems may wish to seek, through the nonprofit International Hearing Foundation, support groups that help patients and families overcome the daily frustrations of chronic problems.

### How We Work with You

Our business office will submit your claims to insurance for you – provided current and complete insurance information is given at each visit. We are a contracted provider with most major medical insurance companies. If you are unsure if we are in your available network, please call your insurance company. Please see our front desk for postings of all current policies. Our business office is happy to help with any questions you may have.



## Our Physicians and Providers



**Michael Paparella, MD**, PEHNI founder, earned his BS and MD at the University of Michigan. After serving in Europe, he became a member of the faculty at Harvard Medical School, then at Ohio State University. He then served as Professor and Chairman of the University of Minnesota's Department of Otolaryngology. He is the founder of Paparella Ear, Head & Neck Institute and has actively practiced otology (care of ears) and otolaryngology (ears, head and neck) for 40-plus years. He remains active in research and education, having authored hundreds of scientific publications and trained hundreds of ENT physicians over the course of his career. Currently, Dr. Paparella is working on an international book designed for the global audience of ENT physicians. Dr. Paparella was named as one of the "Best in the Field of Otolaryngology" in *Mpls. St. Paul Magazine*, *Minnesota Monthly*, as well as *Castle Connolly's America's Top Doctors®* for over 20 years. He is a member of these professional organizations:

- American Medical Association
- American Academy of Otolaryngology - Head and Neck Surgery
- American Otological Society
- Collegium



**Norman Berlinger, MD, PhD**, earned his BS and MD from the University of Michigan and continued with post-graduate training in both otolaryngology and internal medicine at the University of Minnesota, the Sloan-Kettering Institute and Memorial Hospital for Cancer in New York, and the National Naval Medical Center in Bethesda, Maryland. Returning to Minneapolis, he has enjoyed an active academic practice at the University of Minnesota and a community practice in the Twin Cities, specializing in pediatric and otologic problems, as well as treating and rehabilitating patients with tinnitus. Dr. Berlinger also earned a graduate degree in counseling psychology in order to better care for patients with emotional components to their illness. He is a member of these professional organizations:

- Association for Research in Otolaryngology
- American Academy of Otolaryngology - Head and Neck Surgery
- American Tinnitus Association
- Minnesota Medical Association



**Joshua Yorgason, MD**, earned his MD from Columbia College of Physicians & Surgeons in New York. He then went on to complete his residency in Otolaryngology, Head & Neck Surgery at the University of Utah in Salt Lake City, and fellowship in Neurotology at the Paparella Ear, Head & Neck Institute. Dr. Yorgason uses the most advanced techniques for hearing restoration surgery, including preserving residual hearing during cochlear implantation. He takes a balanced approach, recommending traditional medical and surgical treatments and is open to considering patients' alternative therapies to help them return to wellness. Dr. Yorgason also performs sinus procedures, including office-based balloon sinuplasty and is currently developing similar techniques for treatment of ear and eustachian tube disorders. In his free time, he enjoys singing in church and community choirs, and loves to travel and spend time with his family.



## Our Physicians and Providers



**Kartike Gulati, DO**, earned his BS in Bioengineering from the University of Illinois at Chicago, and his MD at Midwestern University in Downers Grove, Illinois. He completed his residency training at Michigan State University in Otolaryngology-Facial Plastic Surgery. His special interests include treating medical and surgical problems of the ear, nose, and throat. His goals are to achieve quality patient-centered care. His research has been published in peer-reviewed journals, and he has inventions from time spent in the Biotech industry. He is a member of these professional organizations:

- American Academy of Otolaryngology - Head and Neck Surgery
- American Osteopathic Colleges of Ophthalmology and Otolaryngology



**Mike Puricelli, MD**, earned his BS, BA, and MD through the prestigious Conley Scholar Program at the University of Missouri, providing conditional acceptance to college and medical school prior to completion of high school. He continued at the University of Missouri for residency training in Otolaryngology Head & Neck Surgery, enabling him to confidently treat the full spectrum of Ear, Nose and Throat conditions in adults and children. Dr. Puricelli has particular interest and expertise in treatment of the ear including chronic infection and hearing. He authored book chapters and peer-reviewed publications on topics including cochlear implantation, surgery for Meniere's disease, and temporal bone anatomy. Dr. Puricelli is a creative problem solver and is the recipient of a Wallace H. Coulter Foundation grant to develop a new surgical instrument used for minimally invasive as well as traditional eardrum reconstruction. He holds a provisional patent for his contributions at this time.



**Joseph Neve, AuD, CCC-A, Director of Audiology**, earned his BS in Business Administration: Finance and Marketing from Marquette University, Master's in Audiology from the University of Minnesota, and Doctorate in Audiology from the University of Florida. He is a Licensed Audiologist in both Minnesota and Wisconsin. His clinical interests include evaluation and treatment of vestibular disorders, tinnitus management, and hearing instruments. Joe has helped thousands of people reconnect with their family and friends through better hearing. He has a special connection to his patients since he has worn hearing instruments for over 20 years and knows both their limitations and benefits. Joe enjoys spending time with his wife and four children.



**Katherine Awoyinka, AuD, CCC-A**, earned her BA in Communication Disorders, with a minor in studio art, from Minnesota State University, Mankato. She earned her Doctorate in Audiology from the University of South Dakota. Her professional goals include working toward minimizing any remaining stigmatization of individuals using hearing assistive technology and improving patients' quality of life through improved communication. Outside of the clinic, Katie enjoys spending time with family and friends and creating various types of artwork.



## Our Physicians and Providers



**Jessica Connolly Russow, AuD**, earned her BA in Biology, Society and Environment, a Master's of Arts in Speech-Language-Hearing Sciences, and a Doctorate of Audiology from the University of Minnesota. She is a Licensed Audiologist in Minnesota. She is a member of the American Speech-Language Hearing Association and has earned her Certificate of Clinical Competence in Audiology (CCC-A). Her clinical interests include amplification with hearing aids, cochlear implants and bone anchored hearing aids (BAHAs), pediatric audiology, and teaching future audiologists. Jessica is passionate and dedicated to providing excellent audiology services and relates well to people with hearing loss as she has a hearing loss in the right ear from birth. Jessica enjoys spending time with her family, husband and black lab puppy.



**Carol Klitzke, MS, CCC/SLP**, has earned a Master's in Speech Pathology from the University of Wisconsin, a Certificate of Clinical Competence from the American Speech-Language-Hearing Association, and SLP-Minnesota license. She is a Speech-Language Pathologist and Voice Specialist with more than 30 years' experience addressing voice, larynx and swallowing disorders. Much of her experience stems from teaching, training and consulting for music educators, performers, clergy, instructors and graduate students. Her advanced training includes videostroboscopy techniques, vocal cord dysfunction and Lee Silverman voice training. She has been an adjunct instructor at St. Cloud State University and a guest lecturer at University of Wisconsin River Falls. She is on the faculty and Board of the VoiceCare Network and a member of the Minnesota Voice Colloquium.





## Our Locations

### Minneapolis

Riverside Park Plaza  
701 25th Avenue South, Suite 200  
Minneapolis, MN 55454



#### From the North

- Take 35W South
- Merge onto 280 South
- Follow signs for 94 West
- Exit Riverside Avenue and turn right
- Take the 2nd right onto 25th Ave S

#### From the South

- Take 35W North
- Follow 94 East
- Exit at 25th Avenue exit and turn left
- Proceed one block past Riverside Avenue

#### From the East

- Take 94 West
- Exit Riverside Avenue and turn right
- Take the 2nd right onto 25th Ave S

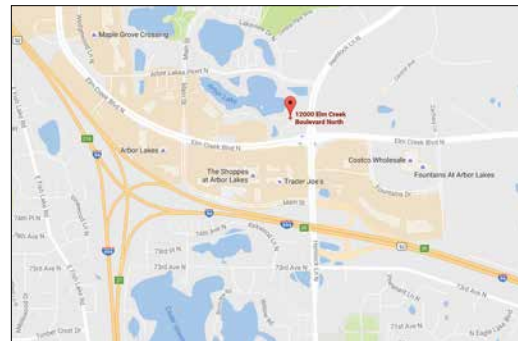
#### From the West

- Take Highway 55 (or 394) East
- Follow 94 East
- Exit at 25th Avenue exit and turn left
- Proceed one block past Riverside Avenue

For maps and interactive directions,  
visit [www.pehni.com](http://www.pehni.com) and click on  
Locations.

### Maple Grove

Arbor Lakes Medical Building  
12000 Elm Creek Boulevard, Suite 140  
Maple Grove, MN 55369



#### From the North or West

- Take I-94 East toward Maple Grove
- Exit on Hemlock Lane
- Turn right (north) on Hemlock Lane North
- Continue to the Elm Creek Boulevard
- Take a left (west) on Elm Creek Boulevard
- Immediately after the turn, take the first entrance into the parking lot of the 12000 Arbor Lakes Medical Building

#### From the South

- Take I-494 North
- Follow I-94 East
- Exit on Hemlock Lane
- Turn right onto Hemlock Lane North
- Continue to the Elm Creek Boulevard
- Turn left (west) onto Elm Creek Blvd
- Immediately after the turn, take the first entrance into the parking lot of the 12000 Arbor Lakes Medical Building

#### From the East

- Take I-694 West
- Follow I-94 West toward St. Cloud
- Exit on Hemlock Lane
- Turn right onto Hemlock Lane North
- Continue to the Elm Creek Boulevard
- Turn left (west) onto Elm Creek Blvd
- Immediately after the turn, take the first entrance into the parking lot of the 12000 Arbor Lakes Medical Building