Thank you for choosing Yale New Haven Hospital
We are looking forward to providing you with exceptional care.

The following information will help provide you with parking options and directions from parking to the:

Yale New Haven Hospital
North Haven Devine Street Bone Density

If you should need to reschedule, please contact our Central Scheduling department at: 203-688-1010.

Department Hours: Weekdays 9:00 am – 8:00 pm

Quick Links
- ACR Accreditation
- Radiation Safety
- Yale Medicine-
  Dept. of Radiology &
  Biomedical Imaging
- Patient Cost Estimate
  Line: 1-855-547-4584

Location
Devine Street Bone Density
6 Devine St, North Haven
1st floor

Parking
North Haven Medical Center Lot
6 Devine St, North Haven
Cost: Free
**North Haven Medical Center Lot**
6 Devine St, North Haven

**Direction to the Department**

Parking is free. Lots are located on either side of the Devine Street Building. Enter building through the front entrance. The security guard will greet you once inside. Go straight past the elevator and Radiology will be the door to your right. Please press the green button on the wall to enter the department. A receptionist will check you in at the desk upon arrival.
**Obtaining Results:**

The doctor who ordered your exam will receive results within 24hrs of its completion and any Yale Physician involved in your care will also have access to your report as well. If you would like your results ASAP, you may want to reach out to the doctor who placed the order.

*MyChart*

Diagnostic Radiology Imaging results are automatically loaded into *MyChart* 9 days after the report has been completed by the Radiologist, some referring doctors may release these results sooner. Biopsy results take up to 18 days to be released to MyChart.

**Request a Copy of Your Report / Images**

For Medical Record Requests or Questions, Please call 203-688-2231.

If you would like a copy of your report sent to a non-Yale physician and did not fill out an YNHHS Authorization for Access/Release of Document, Please click on the link, complete the form and email it to HIMDocMgmt@YNHH.ORG

or mail to:    Yale New Haven Hospital
    Medical Record Department
    Medical Information Unit
    PO Box 9565
    New Haven, CT 06535

**Request Copy of Images on disk:**

To request a copy of your images, please fill out an Authorization for Disclosure/Release of Protected Health Information form and email it to RadiologyCustomerService@YNHH.org or fax it to 203-688-8812.

Disks will be available for pick up within 48 hours, or they can be mailed to you.

For immediate pick up, please note the reason on the form.

If you did not complete the Release form during your visit, you can use the link here download one, or call 203-688-6054 for assistance.

Please note which of the following locations you would like to pick up your disk. ID will be required upon pick up.

**New Haven**

*Smilow Cancer Hospital*, 2nd floor
35 Park St
Weekdays 7:30 am to 7:00 pm
Weekends 10:00 am to 3:00 pm
203-688-6054

*St Raphael’s Campus - Radiology*
1450 Chapel St
Weekdays 8:00 am to 5:00 pm
203-789-3116

**Hamden**

2560 Dixwell Ave
Weekdays 7:30 am to 5:00 pm
203-688-0003

**North Haven**

6 Devine St
Weekdays 8:00 am to 8:00 pm
203-287-6111

**Guilford**

111 Goose Lane
Mon - Thurs. 7:00 am to 8:00 pm
Friday 7:00 am to 5:00 pm
203-453-7200
### Billing Questions and Information

Our **Billing Inquiries Line** is available to answer your questions about charges for imaging exams and other billing questions.

855-547-4584

**Online Business Office** is also available for you to sign in and send in a secure billing question if you prefer. [https://ynhhs.patientsimple.com](https://ynhhs.patientsimple.com)

### Notice to Patients

**Regarding Billing and Hospital Based Facilities**

You may receive a notice from YNHH titled “Notice to Patients Regarding Billing and Hospital Based Facilities” This letter is mandated by the state of Connecticut to inform patients of fees and charges concerning their visit.

If you are only being seen by the Radiology Department during your visit, you **WILL NOT BE CHARGED** a Facility Fee.

There is no facility fee for radiology exams.

These fees may be applied if you are seen for another appointment, outside of the Radiology Department.

Any questions concerning fees, please call: 203-688-8860