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
East Pavilion X-Ray

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

Department Hours: Every Day 8 am - 4:30 pm

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

Location

<table>
<thead>
<tr>
<th>East Pavilion X-Ray</th>
<th>Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 York St, New Haven</td>
<td>20 York Street Valet (Recommended)</td>
</tr>
<tr>
<td>East Pavilion, 2nd Floor (Check-In)</td>
<td>20 York St, New Haven</td>
</tr>
<tr>
<td></td>
<td>Cost: $4 with Voucher</td>
</tr>
</tbody>
</table>

Direction to the Department

From: 20 York Street Valet (easiest)

- Once you have entered the 20 York Street entrance, proceed forward to the Atrium.
- Turn right to go to the East Pavilion
- Take the East Pavilion elevator to the second floor.
- Diagnostic Radiology will be in front of you when you get off the elevator.

* Make sure to bring your parking ticket in and present it to the department receptionist or technologist to receive a voucher for discounted parking.
Air Rights Garage (ARG)  (Coming from I-95 & I-91)
If you are coming from route 95 or route 91, stay in the extreme left lane while on the Oak Street Connector and take the left exit to Parking Garages.

From Martin Luther King Boulevard (Route 34)
From: 20 York Street Valet (easiest)

- Once you have entered the 20 York Street entrance, proceed forward to the Atrium.
- Turn right to go to the East Pavilion.
- Take the East Pavilion elevator to the second floor.
- Diagnostic Radiology will be in front of you when you get off the elevator.

Entrance to 20 York Street Valet

From: 20 York Street Valet (easiest)

- Once you have entered the 20 York Street entrance, proceed forward to the Atrium.
- Turn right to go to the East Pavilion.
- Take the East Pavilion elevator to the second floor.
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Entrance to 20 York Street Valet
**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.

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**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**
  1450 Chapel St
  Radiology
  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

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**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