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**  
Smilow Nuclear Medicine & PET Scan Department

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

**Department Hours:**  
- **Nuclear Med**: Weekdays 7 am – 6:30 pm  
- **PET Scan**: Weekdays 6:30 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>Smilow Nuc Med</th>
<th>Parking</th>
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| 35 Park Street, New Haven North Pavilion, 2nd Floor | **Smilow Valet**  
*(Recommended)*  
**17 Park St, New Haven**  
Cost: $4 with Voucher | **Air Rights Garage (ARG)**  
**Oak Street Connector Entrance (Route 34)**  
Cost: $4 with Voucher |

**Direction to the Department**

**From Smilow Valet** (easiest):
- Enter through the Smilow Cancer Hospital entrance  
- Use the North Pavilion (Smilow) elevators on your left to the 2nd floor.  
- Turn left from the elevator area.  
- The Radiology reception and waiting area will be on your left down that hall.  
- A receptionist will check you in at the desk upon arrival.

**From Air Rights Garage/4th Level:**
- Access the Park street building from the Designated Patient Parking on the 4th floor of the Air Rights Garage  
- Take the elevator in the 55 Park Street building to the 4th floor  
- Cross the Pedestrian Bridge to the Smilow Cancer Hospital in the North Pavilion.  
- Follow the signs/hallway to the North Pavilion Elevators,  
  Take the elevators down to the 2nd floor.  
- Turn left from the elevator area.  
- The Radiology reception and waiting area will be on your left down that hall.  
- A receptionist will check you in at the desk upon arrival.

*Make sure to bring your parking ticket in and present it to the department receptionist or technologist to receive a voucher for discounted parking.*
Smilow Valet
17 Park St, New Haven
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 **Smilow Valet** (easiest):
- Enter through the Smilow Cancer Hospital entrance
- Use the North Pavilion (Smilow) elevators on your left to the 2nd floor.
- Turn left from the elevator area.
- The Radiology reception and waiting area will be on your left down that hall.
- A receptionist will check you in at the desk upon arrival.

**LEGEND**
- Main Entrances
- Elevators
- Information
- Public Restroom
- Walkway, 2nd fl.
- Valet
- Stairs
- Gift Shop
- ATM
- Parking
- Emergency Dept.

**NORTH PAVILION**
- **FLOOR**
- **SERVICE**
  1. Pediatric/Maternity Admitting
  2. Radiation Oncology
  3. Breast Center
  4. Gynecology
  5. The Boutique
  6. Complementary Medicine
  7. Resource Center
  8. Café
  9. Diagnostic Radiology
  10. Overlook Café
  11. Operating Rooms
  12. Blood Draw
  13. Ambulatory Procedures
  14. Bridge to Air Rights Garage
  15. Reflection Room
  16. Vending
  17. Pediatric Oncology
  18. Bone Marrow Day Hospital
  19. Healing Garden
  20. 7-8 Multispecialty Center/Infusion
  21. Apheresis
  22. 11-15 Inpatient Units

**SOUTH PAVILION**
- **FLOOR**
- **SERVICE**
  1. Adult Emergency
  2. Chapel
  3. Diagnostic Radiology/X-ray
  4. Cardiac Catheterization
  5. Surgical Pathology

**EAST PAVILION**
- **FLOOR**
- **SERVICE**
  1. Food and Nutrition
  2. Admitting
  3. Pre-admission Testing Center
  4. Parking Office
  5. Photo ID
  6. Nuclear Cardiac Exercise Lab
  7. Diagnostic Radiology Reception
  8. Express Admission
  9. Perinatal Unit
  10. Neuroscience (Temporary)
  11. Heart & Vascular
  12. Bone Density Test Center
  13. Hemo-Dialysis
  14. Rehabilitation Services
  15. Respiratory Care

**ATRIUM**
- **FLOOR**
- **SERVICE**
  1. Atrium Gift Shop
  2. East Pavilion Cafeteria
  3. Atrium Café
  4. Volunteer Services/ Patient Relations
  5. Conference Rooms

**SOUTH PAVILION (SP)**
- Adult Emergency
- Diagnostic Radiology
- Express Admission
- Perinatal Unit
- Neuroscience (Temporary)
- Heart & Vascular
- Bone Density Test Center
- Hemo-Dialysis
- Rehabilitation Services
- Respiratory Care

**ENTRANCE TO SMILOW VALET**

**From Air Rights Garage/4th Level:**
- Access the Park street building from the Designated Patient Parking on the 4th floor of the Air Rights Garage.
- Take the elevator in the 55 Park Street building to the 4th floor.
- Cross the Pedestrian Bridge to the Smilow Cancer Hospital in the North Pavilion.
- Follow the signs/hallway to the North Pavilion Elevators, Take the elevators down to the 2nd floor.
- Turn left from the elevator area.
- The Radiology reception and waiting area will be on your left down that hall.
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
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](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**