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

**West Haven Temple Radiology- Bone Density**

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

Department Hours: Weekdays 8:30 am – 3:30 pm (closed 12:30 – 1:00 pm)

### Location

**West Haven Temple Radiology- Bone Density**
500 Elm St, West Haven

### Parking

**West Haven- Temple Radiology Lot**
500 Elm St, West Haven
Cost: Free

### Direction to the Department

- Parking is located in the front and side of the building.

500 Elm St, West Haven
**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)

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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**