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
Saint Raphael Campus- Nuclear Medicine Department

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

Department Hours: Weekdays 7:00 am – 5:00 pm

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

Location

Saint Raphael Campus- Nuc Med

1450 Chapel St., New Haven
Verdi Building, 1st Floor (Check-in)

Parking

George Street Garage

635 George St, New Haven
Cost: Free with Voucher

Direction to the Department

The easiest way to access the department is to park in the George Street Garage.

- After parking, take elevator [G] to the first floor to enter the hospital.
- Please Register in Radiology upon arrival.
- Radiology will be the first door down the hall on the left. After you have Registered, Please continue to the Nuclear Medicine Department.
- Nuclear Medicine is located in the Private Building (other end of the hospital) in the Basement.

If you need assistance, please ask our staff.
We understand that this may be a long distance for some patients, so we offer golf cart rides between departments or will be able to provide you with a wheelchair and a volunteer to help escort you to between the departments if you should need it.

To Nuclear Medicine (After you have Registered)

- Take a Left out of the Radiology Waiting room.
- Follow the hallway until you reach the Coffee Shop, then turn Left.
- Follow this hallway all the way to the end, you will find elevator "C" on your left.
- Take the elevator to the Basement "B"
- Take a Left out of the elevator and a Left down the next hallway.
- The waiting room will be the second open door on your left. "Cardiac Diagnostic Unit and Nuclear Medicine Department."
- * Make sure to bring your parking ticket in and present it to the department receptionist or technologist to receive a voucher for discounted parking.
George Street Garage
635 George St, New Haven
All Patients Please Report to Radiology / Heart & Vascular for Registration and Check-in

Located on the first floor of the Verdi Building, for Registration and Check-in. Then proceed to the Nuclear Medicine / Cardiac Diagnostic Unit, Out-Patient Waiting Room for your exam.

We would be glad to assist you, by providing you with a ride from our golf cart or an escort from a staff member or volunteer to help you find your way to our department.

Directions to the Nuclear Medicine / Cardiac Diagnostic Unit, Out-Patient Waiting Room. Located in the basement of the Private Building.

- Turn Left out of Radiology waiting room.
- Turn Left at the Coffee Shop.
- Continue to the end of the hallway to elevator
- Take elevator to the Basement (B)
- Turn Left out of elevator and another Left down the hallway.
- The Nuclear Medicine / Cardiac Diagnostic Unit, Out-Patient Waiting Room will be halfway down the hall on your Left.
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**