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- Outpatient Diagnostic Testing Center
Bone Density

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

Department Hours: Weekdays 8:00 am – 4:30 pm

Location
Saint Raphael Campus
Outpatient Diagnostic Testing Center
Bone Density
1450 Chapel St., New Haven
Orchard Medical Building, 1st Floor

Parking
Orchard Street Garage
289 Orchard St, New Haven
Cost: Free with Voucher

Direction to the Department
The easiest way to access the department is to park in the Orchard Street Garage

After parking you may cross over to the hospital by either:

• Taking the elevator to the first floor, cross Orchard Street and Enter the Orchard Medical Building Entrance.

Or

• Taking the Orchard Street Garage Bridge (3rd floor of the parking garage) to over to the Orchard Medical Building on the 2nd floor.

• Then take elevator [O] to the First Floor.

• Out of the elevator take a left

• Continue down the hallway to "Outpatient Diagnostic Testing Center"

• The door will be on your right.

* Make sure to bring your parking ticket in and present it to the Radiology receptionist for it to be validated.
Orchard Street Garage
289 Orchard St, New Haven

Entrance to Orchard Street Garage

Pedestrian Bridge
3rd floor of Parking Garage to 2nd floor of the Orchard Medical Building

Orchard Street Garage
Try to park on the 3rd floor
Saint Raphael Campus, Orchard Medical Building Outpatient Radiology

After parking you may cross over to the hospital by:

- Taking the Orchard Street Garage Bridge (3rd floor of the parking garage) over to the Orchard Medical Building on the 2nd floor.
- Then take elevator [O] to the First Floor.
- Out of the elevator take a left
- Continue down the hallway to "Outpatient Diagnostic Testing Center"
- The door will be on your right.
**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

### 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**