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 CT Department**

**Sat & Sun before 10 am**

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

**Department Hours:**
- **Weekdays**: 7 am - 6 pm
- **Weekends**: 7 am - 3:30 pm

### Location

<table>
<thead>
<tr>
<th>Smilow CT</th>
<th>Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td>35 Park Street, New Haven North Pavilion, 2nd Floor</td>
<td><strong>Adult Emergency Department Valet</strong> (Recommended)</td>
</tr>
<tr>
<td></td>
<td><strong>Air Rights Garage (ARG)</strong></td>
</tr>
<tr>
<td></td>
<td>Oak Street Connector Entrance (Route 34)</td>
</tr>
<tr>
<td></td>
<td>$4 with Voucher</td>
</tr>
</tbody>
</table>

### Quick Links

- ACR Accreditation
- Radiation Safety
- [Yale Medicine - Dept. of Radiology & Biomedical Imaging](#)
- Patient Cost Estimate Line: 1-855-547-4584

### Direction to the Department

**From Adult Emergency Department Valet** (easiest)
- From the Adult Emergency Department Valet, walk down the street to 20 York Street (the main entrance).
- Once you have entered the 20 York Street entrance, proceed forward to the Atrium.
- Continue through the Atrium into the Smilow Cancer Hospital.
- Use the North Pavilion (Smilow) elevators on your right 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.
Air Rights Garage (ARG)  (Coming from I-95 & I-91)

From Martin Luther King Boulevard (Route 34)
From Adult Emergency Department (ADE) Valet (easiest):
- From the Adult Emergency Department Valet, walk down the street to 20 York Street (the main entrance).
- Once you have entered the 20 York Street entrance, proceed forward to the Atrium.
- Continue through the Atrium into the Smilow Cancer Hospital.
- Use the North Pavilion (Smilow) elevators on your right 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.
**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

---

**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