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:

**Children's Hospital Out-Patient Radiology**

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

**Department Hours**

<table>
<thead>
<tr>
<th>Modality</th>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRI</td>
<td>Mondays - Fridays</td>
<td>7:00 am – 7:00 pm</td>
</tr>
<tr>
<td>Ultrasound</td>
<td>Mondays - Fridays</td>
<td>8:00 am – 4:30 pm</td>
</tr>
<tr>
<td>X-Ray</td>
<td>Mondays - Fridays</td>
<td>8:00 am – 4:30 pm</td>
</tr>
</tbody>
</table>

**Location**

**Children's Hospital**

1 Park St, New Haven
West Pavilion, 2nd Floor

**Parking**

**Children's Hospital Valet** *(Recommended)*

857 Howard Ave, New Haven
Cost: $7 for the first hour, $2 for each additional 30 mins.

**Air Rights Garage (ARG)**

Oak Street Connector Entrance
(Route 34)
$4 with Voucher

**Direction to the Department**

From: **Children's Hospital Valet** *(easiest)*

- Once you have entered the Children's Hospital, you will find the West Pavilion elevators to the left.
- Take the elevator to the second floor.
- Once off the elevator, please check-in at the Pediatric Diagnostic Imaging Desk.
  
  * Make sure to bring your Valet ticket in to be validated.
Children's Hospital Valet
857 Howard Ave, New Haven

Children's Hospital valet entrance from Howard Ave.
Stay in far left lane while on MLK Blvd and when passing under first building follow signs for Air Rights parking garage.

Once you pass under the first building, you will see a sign and ramp on the right that says: "Parking for Air Rights".

Take that ramp up to the garage.

From **Martin Luther King Boulevard (Route 34)**
From: **Children's Hospital Valet** (easiest)

- Once you have entered the Children's Hospital, you will find the West Pavilion elevators to the left.
- Take the elevator to the **second floor**.
- Once off the elevator, please check-in at the Pediatric Diagnostic Imaging Desk.

* Make sure to bring your Valet ticket in to be validated.
### 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](mailto: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](mailto: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

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
<th>Phone</th>
</tr>
</thead>
</table>
| 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)

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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**