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- Radiology (Verdi)

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>CT</td>
<td>Mondays - Fridays</td>
<td>7:00 am – 7:00 pm</td>
</tr>
<tr>
<td></td>
<td>Saturdays</td>
<td>8:30 am – 3:30 pm</td>
</tr>
<tr>
<td>MRI</td>
<td>Mondays - Fridays</td>
<td>7:00 am – 8:00 pm</td>
</tr>
<tr>
<td></td>
<td>Saturdays</td>
<td>7:30 am – 4:00 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>7:00 am – 7:00 pm</td>
</tr>
<tr>
<td></td>
<td>Saturdays</td>
<td>8:00 am – 4:30 pm</td>
</tr>
</tbody>
</table>

Location

Saint Raphael Campus- Radiology
1450 Chapel St., New Haven
Verdi Building, 1st Floor

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.
- Radiology will be the first door down the hall on the left.
- 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.
George Street Garage
635 George St, New 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](mailto:RadiologyCustomerService@YNHH.org) 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](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**