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:

**Smilow 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>CT</td>
<td>Mondays - Fridays</td>
<td>7:15 am – 7:00 pm</td>
</tr>
<tr>
<td></td>
<td>Saturdays</td>
<td>8:00 am – 4:00 pm</td>
</tr>
<tr>
<td>MRI</td>
<td>Saturdays</td>
<td>7:00 am – 7:00 pm</td>
</tr>
<tr>
<td>Nuclear Med</td>
<td>Mondays - Fridays</td>
<td>7:00 am – 5:00 pm</td>
</tr>
<tr>
<td>PET Scan</td>
<td>Mondays - Fridays</td>
<td>7:00 am – 5:30 pm</td>
</tr>
<tr>
<td>Ultrasound</td>
<td>Mondays - Fridays</td>
<td>8:00 am – 7:00 pm</td>
</tr>
<tr>
<td>X-Ray</td>
<td>Mondays - Fridays</td>
<td>8:00 am – 4:30 pm</td>
</tr>
</tbody>
</table>

- If your appointment is before 10:00 am on Saturday or Sunday, please see the second set of parking instructions titled: “Valet for Saturday and Sunday Before 10:00 am”

**Location**

| Smilow Radiology | 35 Park Street, New Haven | North Pavilion, 2nd Floor |

**Parking**

<table>
<thead>
<tr>
<th>Valet (Recommended)</th>
<th>Smilow Valet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday- Friday and Weekends after 10:00 am</td>
<td>17 Park St, New Haven</td>
</tr>
<tr>
<td>Cost: $4 with Voucher</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adult Emergency Department (AED) Valet</th>
<th>4 York Street, New Haven</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valet Saturday and Sundays Before 10:00 am</td>
<td>$4 with Voucher</td>
</tr>
</tbody>
</table>

**Parking Garage**

<table>
<thead>
<tr>
<th>Air Rights Garage (ARG)</th>
<th>Oak Street Connector Entrance</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Route 34)</td>
<td>$4 with Voucher</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>New Haven</th>
<th>St Raphael's Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Smilow Cancer Hospital, 2nd floor</strong></td>
<td><strong>1450 Chapel St</strong></td>
</tr>
<tr>
<td>35 Park St</td>
<td>Radiology</td>
</tr>
<tr>
<td>Weekdays 7:30 am to 7:00 pm</td>
<td>Weekdays 8:00 am to 5:00 pm</td>
</tr>
<tr>
<td>Weekends 10:00 am to 3:00 pm</td>
<td>203-789-3116</td>
</tr>
<tr>
<td>203-688-6054</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hamden</th>
<th>North Haven</th>
<th>Guilford</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2560 Dixwell Ave</strong></td>
<td><strong>6 Devine St</strong></td>
<td><strong>111 Goose Lane</strong></td>
</tr>
<tr>
<td>Weekdays 7:30 am to 5:00 pm</td>
<td>Weekdays 8:00 am to 8:00 pm</td>
<td>Mon - Thurs. 7:00 am to 8:00 pm</td>
</tr>
<tr>
<td>203-688-0003</td>
<td>203-287-6111</td>
<td>203-453-7200</td>
</tr>
</tbody>
</table>

**New Haven**

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<tr>
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<td>203-287-6111</td>
<td>203-453-7200</td>
</tr>
</tbody>
</table>
**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

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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
**Direction to the Department** (Monday- Friday and Saturdays after 10:00 am)

From **Smilow Valet** (easiest):
- Enter through the Smilow Cancer Hospital entrance
- Use the North Pavilion (Smilow) elevators on your left 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.

**Smilow Valet**
17 Park St. New Haven
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 Smilow Valet (easiest):
- Enter through the Smilow Cancer Hospital entrance
- Use the North Pavilion (Smilow) elevators on your left to the 2nd floor.
- Turn left from the elevator area.
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- 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.
**Valet for Saturday and Sundays Before 10:00 am**

Direction to the Department from Adult Emergency Department Valet

- 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.
- Proceed straight and you will find the Looking Glass Gift Shop to the right.
- The Breast Center is down the hall, past the Looking Glass Gift Shop.

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**Adult Emergency Department (AED) Valet**  
4 York Street, New Haven
Adult Emergency Department (AED) Valet to the Smilow 2nd Floor Radiology

From Adult Emergency Department (AED) 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 at 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 signage/hallway to the North Pavilion Elevators. Take the elevators down to the 2nd floor.
- Turn left at the elevator area.
- The Radiology reception and waiting area will be on your left down that hall.