# Thank You from YNHH Saint Raphael Campus - XRAY

Thank you very much for allowing us to serve you during your recent visit to our Radiology Department on **Friday September 28, 2018**. We hope you had a very good experience.

We rely on feedback from our patients to improve your experience. Comments and concerns go to the department Managers.

Please use the following links to provide comments and feedback on your experience:

## Positive Mixed Negative

(The links above do not work for all email programs. If you have difficulty, please use your email reply and add Positive, Mixed, or Negative to the beginning of the email Subject, then make sure to add your comments to the body section. Thank you)

You may receive a Press Ganey survey, <u>please</u> take the time to fill it out. The results from this survey let us know how we are doing and where we need to improve.

Please leave any questions in the survey blank, if they did not apply to your visit.

The Staff involved your exam(s) today:		
<u>Department</u>	<u>Technologist</u>	
Saint Raphael Campus- XRAY	lvette	

## 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 <u>MyChart</u> 10 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.

- MyChart provides secure access to your health information whenever you need it, wherever you may be, from your home computer or smartphone.
- With MyChart you can communicate with your doctor's office, request an appointment, view test results, request prescription renewals, view upcoming and past appointments, so much more and it is free!

## Need a MyChart Account?

If you have a smartphone and would like to receive a link to activate your MyChart account, Click the following link and provide your Mobile Number: MyChart Activation

## Request copy of the report

For all 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 <u>Authorization for Access/Release of Information Form</u>, Please click on the link, complete the form and email it to <u>HIMDocMgmt@YNHH.ORG</u>

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:

If you had filled out an Authorization for Disclosure/Release of Protected Health Information during your visit then you could call the Image Library:

York Street Campus (203) 688-6054 Saint Raphael Campus (203) 789-3116

They will be able to make you a copy and mail it out.

If you did not complete the Release form during your visit, you can use the link (here) to fill it out for the Image Library.

If you would like for the disk to be mailed to you, please fax the completed form to Fax number: 203-867-5577.

If you prefer to pick up the disk, please call (203) 688-6054 to let them know you would like to come in to obtain a disk of your recent exam.

Please let them know what location you would like to pick up your disk at:

York Street (Smilow), Saint Raphael, Hamden, North Haven (Devine St.) or Guilford (Shoreline).

#### 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

Thank you again for choosing YNHH- Radiology.

We Wish You a Happy, Healthy, and Safe 2018!

James Sheehan, CRA, CNMT, BS YNHH Supervisor Department of Radiology and Biomedical Imaging James.Sheehan@ynhh.org

YaleNewHavenHealth

Yale New Haven Hospital