



STANFORD DOSIMETRY and RADIATION DETECTION COMPANY



We are very excited to announce that badge service customers of Stanford Dosimetry (customers of record on 10/19/2021) will now be served directly by Radiation Detection Company (RDC). This change will bring you enhanced customer support while providing you with the same reliable dosimetry service at the same price.

We chose RDC over 15 years ago as our vendor using the same criteria you use: quality, reliability, value, and integrity. RDC has been providing personnel dosimetry services longer than any other processor in the USA, and their highly knowledgeable Customer Service team will provide you with the same personal quality support that you've come to expect with Stanford Dosimetry. With this move, there will be new features to make maintaining your dosimetry service easier that were simply not possible from Stanford Dosimetry. *And no change in price or terms.*

Here are some key features of this change:

- **Pricing stability** – We are simply transferring the account ownership, so your current pricing and terms will be honored.
- **Same high-quality lab, direct** – You will enjoy the same high level of quality and reliable dosimetry reporting you've been receiving from RDC but now directly through the processing laboratory.
- **Expanded customer service** – RDC has a much larger customer support team (and a much more robust phone system!) that will ensure your experience doesn't suffer and will actually improve.
- **Ability to make changes on your own** – Your MyRadCare registration will now give you the ability to make changes to your active wearers list as well as order dosimeters, without going through Stanford Dosimetry. Changes and orders can be made whenever you want.

No action is required on your part. You will continue to receive service and billing seamlessly, although you will see new logos and contact information on your invoices. Your dosimetry shipments and dose reports will continue to come from RDC and now billing and reminders will come directly from RDC as well.

We are supporting RDC through this transition. Please feel free to reach out with any questions and we will work together to get them answered. Of course, you can now always contact your RDC customer service team directly: 512 831 7000 x234, or customercare@radetco.com.

Thank you for choosing Stanford Dosimetry to provide your radiation dosimetry service. We appreciate not only the business but also the personal connections.

Thank you,

Neill Stanford and Heike Ringeling