



**20 May 2020**

## **Supporting Australia's nuclear medicine community during COVID-19**

The nuclear medicine community in Australia has faced many challenges over the past couple of months due to COVID-19. ANSTO has been working to maintain the supply of critical nuclear medicines throughout this time. We've witnessed the logistical constraints, the decrease in patients presenting and the changes in staffing patterns that have impacted our customers. These are unprecedented times and we remain committed in our plans to offer support and continue to work closely with the nuclear medicine community in Australia.

As a result ANSTO will be:

- Delaying any price increase until January 2021 (new rates are usually issued in June 2020).
- Open to discussing extended payment options with customers. Simply call our customer service team if you need help.
- Contacting each of our customers over the coming weeks to discuss how to support the most efficient use of our Gentech Generators.

As always, you can contact our customer service team via phone or email (listed below) if you have any questions.

**Phone:** 1800 251 572 or +61 2 9717 9992

**Email:** [health@ansto.gov.au](mailto:health@ansto.gov.au)