

U.S. Army Medical Materiel Agency  
Medical Maintenance Management Directorate  
Medical Maintenance Operations Division  
Medical Support Division – Tobyhanna, Pennsylvania  
External Standing Operating Procedures

MRMC-MMO-MT

June 2011

## 1. Purpose

To provide guidance to units and organizations requesting services from the U.S. Army Medical Materiel Agency (USAMMA), Medical Maintenance Management Directorate, Medical Maintenance Operations Division, Medical Support Division – Tobyhanna, PA (MSD-Tobyhanna).

## 2. Scope

These procedures are applicable to all units and activities requesting support.

## 3. Mission

The USAMMA MSD-Tobyhanna provides depot-level services and functions in support of TDA and TOE medical equipment. In addition to providing outstanding maintenance support for a wide variety of the Army's medical equipment, we operate **USAMMA's Center of Excellence** for the AMEDD's Diagnostic Imaging Acceptance Program; the physical examination equipment refurbishment and loan program; the Army's Dental Hand Piece Rebuild Program; the audiometric equipment calibration program; Optical Equipment maintenance; TOE Laboratory Equipment, and PACS acceptance testing and centralized monitor support.

3.1. Tobyhanna serves as the regional manager, and your single point of contact to assist you with all of your medical maintenance support requirements.

3.2. The map below depicts Tobyhanna's Region.



#### 4. Hours of Operation

Normal duty hours are 0630 to 1630 (ET) Monday through Friday. If you need assistance or service please contact the following personnel:

Chief	(570) 615-7744	DSN 795-7744
Shop Supervisor	(570) 615-7134	DSN 795-7134
Production Control	(570) 615-6396	DSN 795-6396
Work Order Status	(570) 615-7843	DSN 795-7843
Supply	(570) 615-7614	DSN 795-7614
Fax	(570) 615-7699	DSN 795-7699
Website:	<a href="http://www.usamma.army.mil/m3d.cfm">http://www.usamma.army.mil/m3d.cfm</a>	

#### 5. Services Available

The MSD-Tobyhanna has the capability to refurbish and rebuild medical equipment to like-new condition, provide repair and return services, administer a Medical Equipment Standby Equipment Program (MEDSTEP), and provide on-site support. Tobyhanna is also one of three Regional Managers for the AMEDD Maintenance Sustainment Program.

5.1. TO&E Equipment - All TO&E equipment, with specialty in Laboratory equipment.

5.2. TDA Equipment Items – Our TDA equipment maintenance support includes Optical Equipment, Audiometric Equipment, and Dental Hand pieces. **Tables 1, 2, and 3** list the respective TDA equipment items that are routinely serviced at Tobyhanna. Equipment items not listed in “services available” or on the USAMMA Maintenance Operations Divisions’ website should not be sent without prior coordination.

**TABLE. 1 TDA OPTICAL EQUIPMENT**

<b>MICROSCOPES</b>	<b>PHOROPTERS</b>	<b>LENSOMETERS</b>
Nikon - Eclipse 50i	All Marco	Marco 101
	All Reichert	Marco 102
	All American Optical	Nikon – EL-7S
<b>SLIT LAMP</b>		Reichert
TOPCON – SL6E & SL-D7		

**TABLE 2. TDA AUDIOMETRIC EQUIPMENT**

Maico/Benson CCA200 (limited Supportability)
Maico/Benson CCA 200 Mini

<b>TABLE 3. DENTAL HANDPIECES</b>
Kavo 632, 635, 642, and 643
Mid West, XGT
Mid West, Shorty 1 and 2 Speed (Slow Speed)
Mid West, Tradition (High Speed)
Mid West, Shorty Nose Cone (Fits on Shorty 2 Speed)
Mid West, Prophy Angle
Star, 430
Star, Titan Scaler

5.3. Assistance Visits: On-site assistance visits will be conducted annually by MSD-Tobyhanna for National Guard supported units within our region. This will be accomplished by division maintenance teams or arranged maintenance support with other maintenance activities in the state. The Chief/Shop Supervisor, Tobyhanna, will coordinate scheduling of visits. All other assistance visits to include On-Site technical assistance, training, and X-ray acceptance inspection requests will be coordinated through HQ, USAMMA. Please contact the Chief, Medical Maintenance Operations Division prior to submitting any request for assistance. Any unit desiring an on-site assistance visit with the exception of National Guard units will be required to submit a memorandum to:

U.S. Army Medical Materiel Agency  
 ATTN: MCMR-MMO-MO  
 693 Neiman Street  
 Fort Detrick, MD 21702-5001

Please contact the Chief, Medical Maintenance Operations Division at 301-619-9780 for further assistance.

5.4. Telephonic technical assistance - Technical experts are available to share their knowledge and experience. They will help diagnose and troubleshoot equipment failures.

5.5. Military Entrance Processing Station (MEPS) Direct Exchange Program - The MSD-Tobyhanna provides equipment direct exchange program for the MEPS. When a piece of equipment fails, the MEPS call us for an exchange replacement. The replacement equipment is sent out immediately to the requesting unit. The unit then sends their broken equipment to us for repair and placement back into the exchange program. This process alleviates the need for any direct MEDDAC/MEDCEN involvement. Table 4 below, is a listing of equipment in the direct exchange program.

TABLE 4. MEPS EQUIPMENT		
NOMENCLATURE	MODEL	MFR
Audiometer	HT Wizard	Tremetrics
Audiometer	HT Wizard ULTRA	Tremetrics
EKG	Atria 3000	Burdick
Color Vision Tester	Optec 900	Stereo Optical
Exam Light	48600	Welch Allyn
Vision Tester	2300	Stereo Optical
Vital Signs Monitor	Spot 4200B	Welch Allyn

Note: The MSD-Tobyhanna provides a Direct Exchange Program for selected equipment. To qualify for a DX, the equipment must be the same make and model, and must be repairable. No direct exchange will be complete until both parties are satisfied with the equipment they received.

5.6. Medical Equipment Standby Program (MEDSTEP) - This program is available to provide temporary loaner equipment during long repairs or temporary mission support. MEDSTEP assets may only be utilized to provide temporary replacement for equipment being serviced at the MSD-Tobyhanna. Our MEDSTEP assets include a variety of end items, components, or assemblies. A list of MEDSTEP assets available at the MSD-Tobyhanna is published periodically in the SB 8-75 series bulletins. Contact our Supply Section to request MEDSTEP assets.

Note: MEDSTEP equipment may not be used to fill equipment shortages or expand operational missions. Exceptions require command approval. When the owner's original equipment is received back, the MEDSTEP item, to include all accessories, must be returned to the MSD-Tobyhanna. Reimbursable customers that use MEDSTEP must provide funds as necessary to restore the MEDSTEP item back to serviceable condition.

5.7. AMEDD Sustainment Maintenance Program - The program is an OTSG/MEDCOM initiative with the USAMMA Medical Maintenance Management Directorate as the action office. USAMMA has operational responsibility for the program and acts as the focal point for all MTOE medical equipment maintenance. This program is designed to provide technical assistance visits to supported activities without organic maintenance capability, or when repairs are beyond their capabilities, manpower limits, or technical expertise. The overall objectives of the AMEDD Maintenance Sustainment Program are to:

- a. Increase readiness by ensuring MTOE medical equipment is mission capable.
- b. Provide visibility of medical equipment status for the Total Army.
- c. Increase flexibility to cross-level DS/GS sustainment maintenance workload.
- d. Establish sustainment training for medical equipment repairers.
- e. Provide a maintenance structure that will accommodate any medical maintenance related initiative.
- f. Increase maintenance capability by ensuring efficient use of all maintenance resources.
- g. Tobyhanna provides Sustainment Maintenance Support to the following areas:

Alabama	Maine	North Carolina	Tennessee
Connecticut	Massachusetts	Ohio	Virginia
Delaware	Maryland	Pennsylvania	Virgin Islands
District of Columbia	New Hampshire	Rhode Island	Vermont
Florida	New Jersey	Puerto Rico	West Virginia
Georgia	New York	South Carolina	

5.8. X-ray Acceptance Procedures – Contact Medical Maintenance Operations Division – Tracy, CA at 209-839-4556.

## 6. Requesting Services

All units, organizations, facilities or agencies other than active army (P84 and medical P1 funds) are required to reimburse USAMMA for all services. Army National Guard and Army Reserve units are not required to submit funding citations as their respective headquarters provide funds on an annual basis to cover their medical equipment. Funding documentation from other reimbursable customers must include the following:

- a. Document number to include owning DODAAC, UIC and address
- b. Funding citation.
- c. Authorized amount (amount authorized for service).
- d. Point of contact and telephone number.
- e. Nomenclature of item.
- f. National stock number, management control number, or non-standard number.
- g. Model number and quantity sent with serial numbers.
- h. Any accessories, maintenance manuals, or other materiel that may be required to perform service on the equipment.
- i. Identification of all accessories.

6.1. Preparing the Equipment - Prior to sending any nonstandard medical equipment not listed in the table above, call DSN 795-6396 to ensure that the items can be supported at this division.

a. Infection Control - is primarily the responsibility of the activity requesting equipment repair or maintenance service. Equipment must be cleaned and disinfected to the maximum extent possible prior to shipment to or receipt by this maintenance division. We retain the right to refuse equipment that has not been properly cleaned and disinfected.

b. Hazardous Waste - Equipment, which contains hazardous waste, must be disposed of in accordance with federal and local laws. It is the responsibility of the activity requesting service to dispose of hazardous waste prior to shipment to or acceptance by this division.

c. Packing/Transport - Equipment should be packed to prevent further damage during shipment/transport.

Note: Each individual item of equipment excluding dental handpieces will have its own DA Form 2407 (Work Order Request).

6.2. Preparing the Paper Work - All customers may request maintenance services by submitting either a DA Form 2407 (or automated equivalent). Requests for high priority work (Priority 03) must be authenticated by the Unit Commander or a person designated by the Unit Commander. Work requests submitted without authentication for higher priority will be handled as routine.

6.3. Sending/Delivering the Equipment/Paperwork - Items can be mailed, shipped, or delivered to the address listed below. When equipment is received at the maintenance division, the following items will be checked:

- a. Shipping document (If item is received via mail, UPS, or FedEx).
- b. Damage from shipping or handling.
- c. Cleanliness.
- d. Properly completed DA Form 2407 or equivalent.
- e. Equipment accessories.

Note: Accessories sent along with equipment should be annotated on the work request. Failure to complete paper work or prepare equipment properly may cause a delay in service. When shipping or delivering equipment for repair, please ensure the manufacturer's literature (operation & service) is included. If literature is unavailable, every effort should be made to obtain it prior to shipment of the equipment.

- f. When shipping equipment for servicing please use the following address:

US Army Medical Materiel Agency  
Medical Maintenance Operations Division  
Medical Support Division - Tobyhanna  
Warehouse 4, Bay 1  
Tobyhanna Army Depot  
Tobyhanna PA 18466-5063  
DODAAC: W25AT5

6.4. Questions concerning funding or fund citations may be answered by calling the Production Controller at (570) 615-6396 or DSN 795-6396.

6.5. All customers may request maintenance services by submitting either a DA Form 2407 (or automated equivalent), DD Form 1348-1 or DD Form 1149 shipping documents.

6.6. All equipment that comes in reusable containers should be shipped in those containers. All other equipment should be properly packaged so that no further damage will occur. Place a copy of the maintenance request inside the container with the equipment.

6.7. Accessories and maintenance manuals must be sent with the equipment to prevent delays in the repair or service. All accessories sent with the equipment shall be indicated in the remarks section of the shipping document.

6.8. The Maintenance Expenditures Limit (MEL) shall be included in the remarks section of the shipping form. Failure to include the MEL will result in delays.

6.9. When active army units submit equipment that belongs to a serviced unit, the owning units address and UIC will be annotated in the remarks section of the shipping document.

6.10. Equipment items not listed in services available or on the USAMMA maintenance website should not be sent without prior coordination.

6.11. The USAMMA MSD-Tobyhanna is not responsible for billing customers. For questions concerning billing please call USAMMA's Medical Maintenance Management Directorate at 301-619-4368 or DSN 343-4368.

Chief, Medical Support Division – Tobyhanna, Pennsylvania  
USAMMA