

SCHOOL OF OPTOMETRY POLICY**Date Revised:** 12/15/2025**Responsible Party:** UAB Information Technology**Contact(s):** Joey Harold, Information Systems Specialist III

Repair, Maintenance and Replacement of Equipment and Technology Process and Policy

Location/Item	Repair	Maintenance	Replacement	Contact Person(s)
Administrative Processes (Staff, faculty offices, conference room AV)	Repairs and maintenance requests are made as needed.	Repairs and maintenance requests are made as needed.	Equipment is replaced upon failure, obsolescence, or when the market offers equipment that would significantly enhance functionality or application.	IT &/or Exec Dir of Admin Ops
Classroom Technology (computers, projectors, AV)	Repairs and maintenance requests are made as needed.	Repairs and maintenance requests are made as needed.	Equipment is replaced upon failure, obsolescence, or when the market offers equipment that would significantly enhance functionality or application.	IT &/or Exec Dir of Admin Ops
Didactic Teaching Labs (e.g. Anatomy)	Repairs and maintenance requests are made as needed.		Course master monitors equipment used annually and is the subject matter expert on enhanced equipment. Course master submits requests via email to Chris Boutwell for further review. Equipment is replaced upon failure, obsolescence, or when the market offers equipment that would significantly enhance functionality or application.	Course masters or designated faculty/staff
Clinical Teaching Labs (e.g. Optics, Binocular Vision, Anterior and Posterior Segment, Lasers, Injections)	Repairs and maintenance requests are made as needed. OTSS is paid hourly for services requested.		Course master monitors equipment used annually and is the subject matter expert on enhanced equipment. Course master submits requests via	Course masters or designated faculty/staff

		the UABSO Clinic Equipment Purchase Request Form which are reviewed by Clinic Oversight Committee and managed by Associate Dean for Clinical Affairs.		
Pre-clinic	Written list managed by CEVS Course master and support staff. Repairs and maintenance requests are made as needed. OTSS is paid hourly for services requested.	Course master monitors equipment used annually and is the subject matter expert on enhanced equipment. Course master submits requests via the UABSO Clinic Equipment Purchase Request Form which are reviewed by Clinic Oversight Committee and managed by Associate Dean for Clinical Affairs.	Christie Schifanella (UABSO Ophthalmic Technician Instructor) Dr. Terri Call (CEVS Course master)	
Clinic (main and all external sites which house UABSO-owned equipment) See Section 2F of the UAB Eye Care Clinic Manual	UAB Eye Care Equipment Repair Request system is used for repairs. Submission by QR code is inputted by user who notices need for repair. OTSS receives and responds to submissions weekly or as needed. UAB Eye Care Program Director manages list of requests.	OTSS follows a designated maintenance schedule for all equipment used for patient care. Equipment calibration is also integrated into clinical activities for student interns each semester.	Service Directors and other subject matter experts submit requests via the UABSO Clinic Equipment Purchase Request Form which are reviewed by Clinic Oversight Committee and managed by Associate Dean for Clinical Affairs.	Teresa Hill (Program Manager, UAB Eye Care) Dr. Beth Steele (Associate Dean for Clinical Affairs)
Clinical sites which house non UABSO-owned equipment	Managed by the site which owns the equipment.			
Clinical Eye Research Facility (CERF)	Repairs and maintenance requests are made as needed. OTSS is paid hourly for services requested.	Applicable faculty and staff monitor equipment used annually and submit requests via email to Sindhu Gurrala	Sindhu Gurrala (Research Coordinator)	

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		(Research Coordinator) for further review and coordination with OTSS or other services.	
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*OTSS = Ophthalmic Technician Service and Supply, paid consultant to UAB School of Optometry. The contract with OTSS designates regular maintenance schedules and includes repairs for all patient care sites which house UABSO-owned equipment. Additional services are invoiced as requested (e.g. Pre-clinic, CERF, laboratory equipment). OTSS representatives are onsite weekly or as needed.