

## **Welcome to the PIA for FY 2010!**

Congress passed the E-Government Act of 2002 to encourage the use of Web-based Internet applications or other information technology by Government agencies, with the intention of enhancing access to government information and services and increasing the effectiveness, efficiency, and quality of government operations.

To combat public concerns regarding the disclosure of private information, the E-Government Act mandated various measures, including the requirement that Federal agencies conduct a Privacy Impact Assessment (PIA) for projects with information technology systems that collect, maintain, and/or disseminate "personally identifiable information" of the public. Personally identifiable information, or "personal information," is information that may be used to identify a specific person.

The Privacy Act and VA policy require that personally identifiable information only be used for the purpose(s) for which it was collected, unless consent (opt-in) is granted. Individuals must be provided an opportunity to provide consent for any secondary use of information, such as use of collected information for marketing.

### **Directions:**

VA 6508 is the directive which outlines the PIA requirement for every System/Application/Program. More information can be found by reading VA 6508.

If you find that you can't click on checkboxes, make sure that you are: 1) Not in "design mode" and 2) you have enabled macros.

PIA Website: <http://vawww.privacy.va.gov/PIA.asp>

### **Roles and Responsibilities:**

Roles and responsibilities for the specific process are clearly defined for all levels of staff in the Privacy Impact Assessment Handbook 6202.2 referenced in the procedure section of this document.

- a. The Privacy Officer is responsible for the overall coordination and review of the PIA to ensure compliance with VA Handbook 6202.2.
- b. Records Officer is responsible for supplying records retention and deletion schedules.
- c. Information Technology (IT) staff responsible for the privacy of the system data will perform a PIA in accordance with VA Handbook 6202.2 and to immediately report all anomalies to the Privacy Service and appropriate management chain.
- d. Information Security Officer (ISO) is responsible for assisting the Privacy Officer and providing information regarding security controls.
- e. The CIO is responsible for ensuring that the systems under his or her jurisdiction undergo a PIA. This responsibility includes identifying the IT systems, coordinating with the Privacy Officer, Information Security Officer, and others who have concerns about privacy and security issues, and

systems; coordinating with the Privacy Officer, Information Security Officer, and others who have concerns about privacy and security issues; and reviewing and approving the PIA before submission to the Privacy Service.

**Definition of PII (Personally Identifiable Information)**

Information in identifiable form that is collected and stored in the system that either directly identifies an individual by name, address, social security number, telephone number, e-mail address, biometric identifiers, photograph, or other unique numbers, codes or characteristics or combined, indirectly identify an individual such as a combination of gender, race, birth date, geographical indicators, license number is also considered PII.

**Macros Must Be Enabled on This Form**

To enable macros, go to: 1) Tools > Macros > Security - Set to Medium; 2) Click OK; 3) Close the file and when reopening click on Enable Macros at the prompt.

## (FY 2010) PIA: System Identification

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Program or System Name: REGION 3> VHA>VISN 06>  
 Fayetteville, NC  
 VAMC>VISTA-VMS

OMB Unique System / Application / Program Identifier (AKA: UPID #): 029-00-01-11-01-1180-00

The Fayetteville NC VAMC VISTA Legacy System is designed to operate as a fully integrated clinical and administrative information source. It operates clinical information covered by the Privacy Act and HIPAA, PHI/ePHI, financial records and all other data necessary

Description of System / Application / Program: to run the medical center.

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Facility Name: Fayetteville VAMC

Title:	Name:	Phone:	Email:
Privacy Officer:	Jennifer Cliette	910.822.7019	<a href="mailto:Jennifer.Cliette@va.gov">Jennifer.Cliette@va.gov</a>
Information Security Officer:	Pamela A. Jackson	910.822.7070	<a href="mailto:Pamela.Jacksonn@va.gov">Pamela.Jacksonn@va.gov</a>
Chief Information Officer:	Kenneth Williams	910.482.5229	<a href="mailto:Kenneth.Williams@va.gov">Kenneth.Williams@va.gov</a>
Person Completing Document:	Pamela A. Jackson	910.822.7070	<a href="mailto:Pamela.Jackosn@va.gov">Pamela.Jackosn@va.gov</a>
Other Titles: System Administrator	Kelly Wilson	910.482.5254	<a href="mailto:Kelly.Wilson@va.gov">Kelly.Wilson@va.gov</a>

Other Titles:

Other Titles:

Date of Last PIA Approved by VACO Privacy Services: (MM/YYYY) 08/2009  
Date Approval To Operate Expires: 08/2011

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What specific legal authorities authorize this program or system: Title 38, United State Code, Section 7301(a)

What is the expected number of individuals that will have their PII stored in this system: 1 to 9,9000,000

Identify what stage the System / Application / Program is at: Operations/Maintenance

The approximate date (MM/YYYY) the system will be operational (if in the Design or Development stage), or the approximate number of years the system/application/program has been in operation. 27 years

Is there an authorized change control process which documents any changes to existing applications or systems? Yes

If No, please explain:

Has a PIA been completed within the last three years? Yes

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Date of Report (MM/YYYY): 08/2009

- P**  Have any changes been made to the system since the last PIA? **! remaining questions on this form.**
- Is this a PIV system/application/program collecting PII data from Federal employees, contractors, or others performing work for the VA?
- Will this system/application/program retrieve information on the basis of name, unique identifier, symbol, or other PII data?
- Does this system/application/program collect, store or disseminate PII/PHI data?
- Does this system/application/program collect, store or disseminate the SSN?

**If there is no Personally Identifiable Information on your system , please skip to TAB 12. ( See Comment for Definition of PII)**



## (FY 2010) PIA: System of Records

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Is the data maintained under one or more approved System(s) of Records?

Yes

if the answer above is no, please skip to row 16.

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For each applicable System(s) of Records, list:

1. All System of Record Identifier(s) (number):

79VA19

2. Name of the System of Records:

VISTA-VA

3. Location where the specific applicable System of Records Notice may be accessed (include the URL):

<http://vaww.vhaco.va.gov/privacy/SystemofRecords.htm>

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Have you read, and will the application, system, or program comply with, all data management practices in the System of Records Notice(s)?

Yes

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Does the System of Records Notice require modification or updating?

No

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***(Please Select Yes/No)***

Is PII collected by paper methods?

Yes

Is PII collected by verbal methods?

Yes

Is PII collected by automated methods?

Yes

Is a Privacy notice provided?

Yes

Proximity and Timing: Is the privacy notice provided at the time of data collection?

Yes

Purpose: Does the privacy notice describe the principal purpose(s) for which the information will be used?

Yes

Authority: Does the privacy notice specify the effects of providing information on a voluntary basis?

Yes

Disclosures: Does the privacy notice specify routine use(s) that may be made of the information?

Yes

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(FY 2010) PIA: Notice

Please fill in each column for the data types selected.

Data Type	Collection Method	What will the subjects be told about the information collection?	How is this message conveyed to them?	How is a privacy notice provided?
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)	Verbal	Health Care	Verbally	Verbally
Family Relation (spouse, children, parents, grandparents, etc)	VA File Database	Health Care	Written	Written
Service Information	Electronic/File Transfer	Benefits	Verbal & Written	Verbal & Written
Medical Information	VA File Database	Health Care	Written	Written
Criminal Record Information				
Guardian Information	Paper	Health Care	Written	Written
Education Information	Verbal	Research	Verbally	Verbally
Benefit Information	Paper	Benefits	Written	Written
Other (Explain)				

Data Type	Is Data Type Stored on your system?	Source (If requested, identify the specific file, entity and/or name of agency)	Is data collection Mandatory or Voluntary?	Additional Comments
Veteran or Primary Subject's Personal Contact Information (name, address, telephone, etc)	Yes	VA Files / Databases (Identify file)	Mandatory	
Family Relation (spouse, children, parents, grandparents, etc)	Yes	VA Files / Databases (Identify file)	Mandatory	
Service Information	Yes	VA Files / Databases (Identify file)	Mandatory	
Medical Information	Yes	VA Files / Databases (Identify file)	Mandatory	
Criminal Record Information	No			
Guardian Information	Yes	VA Files / Databases (Identify file)	Mandatory	
Education Information	Yes	VA Files / Databases (Identify file)	Mandatory	
Benefit Information	Yes	VA Files / Databases (Identify file)	Mandatory	
Other (Explain)				
Other (Explain)				
Other (Explain)				

(FY 2010) PIA: Data Sharing

Organization	Name of Agency/Organization	Do they access this system?	Identify the type of Data Sharing and its purpose.	Is PII or PHI Shared?	What is the procedure you reference for the release of information?
Internal Sharing: VA Organization	VBA	Yes	Income Verification	Both PII & PHI	1605.145 CFR 164.500 Thru 164.534-VHA 1605.1 and VHA 16-5.2
Other Veteran Organization		No			
Other Federal Government Agency	DOD, CDC, HHS	No	DOD for Treatment. CDC for tracking communicable diseases. HHS for action if abuse found.	Both PII & PHI	1605.145 CFR 164.500 Thru 164.534-VHA 1605.1 and VHA 16-5.2
State Government Agency	NC State Veterans Home	No	Health care Coordination	PHI	1605.145 CFR 164.500 Thru 164.534-VHA 1605.1 and VHA 16-5.2
Local Government Agency	County Health Department	No	Communicable disease reporting	Both PII & PHI	1605.145 CFR 164.500 Thru 164.534-VHA 1605.1 and VHA 16-5.2
Research Entity		No			
Other Project / System					
Other Project / System					
Other Project / System					

(FY 2010) PIA: Access to Records

Does the system gather information from another system?	Yes
Please enter the name of the system:	DOD- for treatment purposes: CDC- Tracking communicable diseases
Per responses in Tab 4, does the system gather information from an individual?	Yes
If information is gathered from an individual, is the information provided:	
Is there a contingency plan in place to process information when the system is down?	Yes



## (FY 2010) PIA: Program Level Questions

Does this PIA form contain any sensitive information that could cause harm to the Department of Veterans Affairs or any party if disclosed to the public?

No

If Yes, Please Specify:

Explain how collected data are limited to required elements:

Answer:

Information collected is the data needed

How is data checked for completeness?

Answer:

Information is verified by written documents

What steps or procedures are taken to ensure the data remains current and not out of date?

Answer:

Data is validated when the patient presents

How is new data verified for relevance, authenticity and accuracy?

Answer:

Supporting documentation is required with

*Additional Information: (Provide any necessary clarifying information or additional explanation for this section.)*

Answer:

## (FY 2010) PIA: Retention & Disposal

What is the data retention period?

Answer:

75 years from the last date of activity

Explain why the information is needed for the indicated retention period?

Answer:

Health care reasons, in the event that a patient

What are the procedures for eliminating data at the end of the retention period?

Answer:

Retire records in accordance with RCS-10

Where are these procedures documented?

Answer:

RCS-10 and Medical Center Policy and SO

How are data retention procedures enforced?

Answer:

Records Management Review

Has the retention schedule been approved by the National Archives and Records Administration (NARA)

Yes

*Additional Information: (Provide any necessary clarifying information or additional explanation for this section.)*

Answer:

## (FY 2010) PIA: Children's Online Privacy Protection Act (COPPA)

Will information be collected through the internet from children under age 13?

No

If Yes, How will parental or guardian approval be obtained?

Answer:

## (FY 2010) PIA: Additional Comments

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Add any additional comments on this tab for any question in the form you want to comment on.  
Please indicate the question you are responding to and then add your comments.

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(FY 2010) PIA: VBA Minor Applications

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Explain what minor application that are associated with your installation? (Check all that apply)

Records Locator System	Education Training Website	Appraisal System
Veterans Assistance Discharge System (VADS)	VR&E Training Website	Web Electronic Lender Identification
LGY Processing	VA Reserve Educational Assistance Program	CONDO PUD Builder
Loan Service and Claims	Web Automated Verification of Enrollment	Centralized Property Tracking System
LGY Home Loans	Right Now Web	Electronic Appraisal System
Search Participant Profile (SPP)	VA Online Certification of Enrollment (VA-ONCE)	Web LGY
Control of Veterans Records (COVERS)	Automated Folder Processing System (AFPS)	Access Manager
SHARE	Personal Computer Generated Letters (PCGL)	SAHSHA
Modern Awards Process Development (MAP-D)	Personnel Information Exchange System (PIES)	VBA Data Warehouse
Rating Board Automation 2000 (RBA2000)	Rating Board Automation 2000 (RBA2000)	Distribution of Operational Resources (DOOR)
State of Case/Supplemental (SOC/SSOC)	SHARE	Enterprise Wireless Messaging System (Blackberry)
Awards	State Benefits Reference System	VBA Enterprise Messaging System
Financial and Accounting System (FAS)	Training and Performance Support System (TPSS)	LGY Centralized Fax System
Eligibility Verification Report (EVR)	Veterans Appeals Control and Locator System (VACOLS)	Review of Quality (ROQ)
Automated Medical Information System (AMIS)290	Veterans On-Line Applications (VONAPP)	Automated Sales Reporting (ASR)
Web Automated Reference Material System (WARMS)	Automated Medical Information Exchange II (AIME II)	Electronic Card System (ECS)
Automated Standardized Performance Elements Nationwide (ASPEN)	Committee on Waivers and Compromises (COWC)	Electronic Payroll Deduction (EPD)
Inquiry Routing Information System (IRIS)	Common Security User Manager (CSUM)	Financial Management Information System (FMI)
National Silent Monitoring (NSM)	Compensation and Pension (C&P) Record Interchange (CAPRI)	Purchase Order Management System (POMS)
Web Service Medical Records (WebSMR)	Control of Veterans Records (COVERS)	Veterans Canteen Web
Systematic Technical Accuracy Review (STAR)	Corporate Waco, Indianapolis, Newark, Roanoke, Seattle (Corporate WINRS)	Inventory Management System (IMS)
Fiduciary STAR Case Review	Fiduciary Beneficiary System (FBS)	Synquest
Veterans Exam Request Info System (VERIS)	Hearing Officer Letters and Reports System (HOLAR)	RAI/MDS
Web Automated Folder Processing System (WAFPS)	Inforce	ASSISTS
Courseware Delivery System (CDS)	Awards	MUSE
Electronic Performance Support System (EPSS)	Actuarial	Bbraun (CP Hemo)
Veterans Service Representative (VSR) Advisor	Insurance Self Service	VIC
Loan Guaranty Training Website	Insurance Unclaimed Liabilities	BCMA Contingency Machines
C&P Training Website	Insurance Online	Script Pro

Explain any minor application that are associated with your installation that does not appear in the list above. Please provide name, brief description, and any comments you may wish to include.

Minor app #1	Name		Description		Comments
		<input type="checkbox"/>	Is PII collected by this min or application?		
		<input type="checkbox"/>	Does this minor application store PII?		
			If yes, where?		
			Who has access to this data?		

Minor app #2	Name		Description		Comments
		<input type="checkbox"/>	Is PII collected by this min or application?		
		<input type="checkbox"/>	Does this minor application store PII?		
			If yes, where?		
			Who has access to this data?		

Minor app #3	Name		Description		Comments
		<input type="checkbox"/>	Is PII collected by this min or application?		
		<input type="checkbox"/>	Does this minor application store PII?		
			If yes, where?		
			Who has access to this data?		

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Baker System	Veterans Assistance Discharge System (VADS)
Dental Records Manager	VBA Training Academy
Sidexis	Veterans Service Network (VETSNET)
Priv Plus	Waco Indianapolis, Newark, Roanoke, Seattle (WINRS)
Mental Health Assistant	BIRLS
Telecare Record Manager	Centralized Accounts Receivable System (CARS)
Omnicell	Compensation & Pension (C&P)
Powerscribe Dictation System	Corporate Database
EndoSoft	Control of Veterans Records (COVERS)
Compensation and Pension (C&P)	Data Warehouse
Montgomery GI Bill	INS - BIRLS
Vocational Rehabilitation & Employment (VR&E) CH 31	Mobilization
Post Vietnam Era educational Program (VEAP) CH 32	Master Veterans Record (MVR)
Spinal Bifida Program Ch 18	BDN Payment History
C&P Payment System	
Survivors and Dependents Education Assistance CH 35	
Reinstatement Entitlement Program for Survivors (REAPS)	
Educational Assistance for Members of the Selected Reserve Program CH 1606	
Reserve Educational Assistance Program CH 1607	
Compensation & Pension Training Website	
Web-Enabled Approval Management System (WEAMS)	
FOCAS	
Work Study Management System (WSMS)	
Benefits Delivery Network (BDN)	
Personnel and Accounting Integrated Data and Fee Basis (PAID)	
Personnel Information Exchange System (PIES)	
Rating Board Automation 2000 (RBA2000)	
SHARE	
Service Member Records Tracking System	

(FY 2010) PIA: VISTA Minor Applications

Explain what minor application that are associated with your installation? (Check all that apply)

X	ACCOUNTS RECEIVABLE	X	DRUG ACCOUNTABILITY	X	INPATIENT MEDICATIONS	X
X	ADP PLANNING (PLANMAN)	X	DSS EXTRACTS	X	INTAKE/OUTPUT	X
X	ADVERSE REACTION TRACKING		EDUCATION TRACKING	X	INTEGRATED BILLING	X
X	ASISTS	X	EEO COMPLAINT TRACKING	X	INTEGRATED PATIENT FUNDS	X
X	AUTHORIZATION/SUBSCRIPTION	X	ELECTRONIC SIGNATURE	X	INTERIM MANAGEMENT SUPPORT	
	AUTO REPLENISHMENT/WARD STOCK	X	ENGINEERING	X	KERNEL	X
X	AUTOMATED INFO COLLECTION SYS	X	ENROLLMENT APPLICATION SYSTEM	X	KIDS	X
X	AUTOMATED LAB INSTRUMENTS	X	EQUIPMENT/TURN-IN REQUEST	X	LAB SERVICE	X
X	AUTOMATED MED INFO EXCHANGE	X	EVENT CAPTURE		LETTERMAN	X
X	BAR CODE MED ADMIN	X	EVENT DRIVEN REPORTING	X	LEXICON UTILITY	X
X	BED CONTROL		EXTENSIBLE EDITOR	X	LIBRARY	X
X	BENEFICIARY TRAVEL	X	EXTERNAL PEER REVIEW	X	LIST MANAGER	X
X	CAPACITY MANAGEMENT - RUM	X	FEE BASIS	X	MAILMAN	X
X	CAPRI	X	FUNCTIONAL INDEPENDENCE	X	MASTER PATIENT INDEX VISTA	X
X	CAPACITY MANAGEMENT TOOLS		GEN. MED. REC. - GENERATOR	X	MCCR NATIONAL DATABASE	X
	CARE MANAGEMENT	X	GEN. MED. REC. - I/O	X	MEDICINE	X
X	CLINICAL CASE REGISTRIES	X	GEN. MED. REC. - VITALS	X	MENTAL HEALTH	X
X	CLINICAL INFO RESOURCE NETWORK	X	GENERIC CODE SHEET		MICOM	X
X	CLINICAL MONITORING SYSTEM		GRECC	X	MINIMAL PATIENT DATASET	X
X	CLINICAL PROCEDURES	X	HEALTH DATA & INFORMATICS	X	MYHEALTHVET	X
X	CLINICAL REMINDERS	X	HEALTH LEVEL SEVEN	X	Missing Patient Reg (Original) A4EL	X
X	CMOP	X	HEALTH SUMMARY	X	NATIONAL DRUG FILE	X
X	CONSULT/REQUEST TRACKING	X	HINQ	X	NATIONAL LABORATORY TEST	X
X	CONTROLLED SUBSTANCES	X	HOSPITAL BASED HOME CARE		NDBI	X
X	CPT/HCPCS CODES	X	ICR - IMMUNOLOGY CASE REGISTRY	X	NETWORK HEALTH EXCHANGE	X
X	CREDENTIALS TRACKING	X	IFCAP	X	NOIS	
X	DENTAL	X	IMAGING	X	NURSING SERVICE	X
X	DIETETICS	X	INCIDENT REPORTING	X	OCCURRENCE SCREEN	X
X	DISCHARGE SUMMARY	X	INCOME VERIFICATION MATCH	X	ONCOLOGY	
X	DRG GROUPER	X	INCOMPLETE RECORDS TRACKING	X	ORDER ENTRY/RESULTS REPORTING	

Explain any minor application that are associated with your installation that does not appear in the list above. Please provide name, brief description, and any comments you may wish to include.

Minor app #1	Name		Description		Comments
			Is PII collected by this min or application?		
			Does this minor application store PII?		
			If yes, where?		
			Who has access to this data?		

Minor app #2	Name		Description		Comments
			Is PII collected by this min or application?		
			Does this minor application store PII?		
			If yes, where?		
			Who has access to this data?		

Minor app #3	Name		Description		Comments
			Is PII collected by this min or application?		
			Does this minor application store PII?		
			If yes, where?		
			Who has access to this data?		

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OUTPATIENT PHARMACY	X	SOCIAL WORK
PAID	X	SPINAL CORD DYSFUNCTION
PATCH MODULE	X	SURGERY
PATIENT DATA EXCHANGE	X	SURVEY GENERATOR
PATIENT FEEDBACK	X	TEXT INTEGRATION UTILITIES
PATIENT REPRESENTATIVE	X	TOOLKIT
PCE PATIENT CARE ENCOUNTER		UNWINDER
PCE PATIENT/IHS SUBSET	X	UTILIZATION MANAGEMENT ROLLUP
PHARMACY BENEFITS MANAGEMENT	X	UTILIZATION REVIEW
PHARMACY DATA MANAGEMENT		VA CERTIFIED COMPONENTS - DSSI
PHARMACY NATIONAL DATABASE	X	VA FILEMAN
PHARMACY PRESCRIPTION PRACTICE	X	VBECs
POLICE & SECURITY	X	VDEF
PROBLEM LIST	X	VENDOR - DOCUMENT STORAGE SYS
PROGRESS NOTES	X	VHS&RA ADP TRACKING SYSTEM
PROSTHETICS	X	VISIT TRACKING
QUALITY ASSURANCE INTEGRATION	X	VISTALINK
QUALITY IMPROVEMENT CHECKLIST	X	VISTALINK SECURITY
QUASAR	X	VISUAL IMPAIRMENT SERVICE TEAM ANRV
RADIOLOGY/NUCLEAR MEDICINE	X	VOLUNTARY TIMEKEEPING
RECORD TRACKING	X	VOLUNTARY TIMEKEEPING NATIONAL
REGISTRATION	X	WOMEN'S HEALTH
RELEASE OF INFORMATION - DSSI	X	CARE TRACKER
REMOTE ORDER/ENTRY SYSTEM		
RPC BROKER		
RUN TIME LIBRARY		
SAGG		
SCHEDULING		
SECURITY SUITE UTILITY PACK		
SHIFT CHANGE HANDOFF TOOL		

(FY 2010) PIA: Minor Applications

Add any information concerning minor applications that may be associated with your system. Please indicate the name of the minor application, a brief description, and any comments you may wish to include. If you have more than 3 minor applications please copy then below sections as many times as needed.

Minor app #1	Name		Description		Comments
			Is PII collected by this min or application?		
			Does this minor application store PII?		
			If yes, where?		
		Who has access to this data?			

Minor app #2	Name		Description		Comments
			Is PII collected by this min or application?		
			Does this minor application store PII?		
			If yes, where?		
		Who has access to this data?			

Minor app #3	Name		Description		Comments
			Is PII collected by this min or application?		
			Does this minor application store PII?		
			If yes, where?		
		Who has access to this data?			

(FY 2010) PIA: Final Signatures

Facility Name: Fayetteville VAMC

Title: Name: Phone: Email:

Privacy Officer: Jennifer Cliette 910.822.7019 Jennifer.Cliette@va.gov

*Jennifer N Cliette*

Information Security Officer: Pamela A. Jackson 910.822.7070 Pamela.Jackson@va.gov

*Pamela A Jackson 3/8/10*

Chief Information Officer: Kenneth Williams 910.482.5229 Kenneth.Williams@va.gov

*Kenneth Williams*  
Digitally signed by Kenneth J. Williams, DN: cn=Kenneth J. Williams, o=Internal, ou=People, ou=2342, 1.2.840.113549.1.1=Kenneth.Williams@va.gov, c=Kenneth J. Williams 106835, Date: 2010.03.09 16:28:39 -0500

Person Completing Document: Pamela A. Jackson 910.822.7070 Pamela.Jackson@va.gov

*Pamela A Jackson 3/8/10*

System / Application / Program Manager: Kelly Wilson 910.482.5254 Kelly.Wilson@va.gov

*Kelly A. Wilson 3/10/10*

Date of Report: 8/1/2009

OMB Unique Project Identifier: 029-00-01-11-01-1180-00

Project Name

REGION 3> VHA>VISN 06>  
Fayetteville, NC VAMC>VISTA-VMS