

## 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://www.privacy.va.gov/Privacy\\_Impact\\_Assessments.asp](http://www.privacy.va.gov/Privacy_Impact_Assessments.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.

~ The PIA is a communication from the Office of the Privacy Officer to the Privacy Service and appropriate management chain.

- e. The CIU is responsible for ensuring that the systems under its or her jurisdiction undergo a PIA. This responsibility includes identifying the 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 and individual by name, address, social security number, telephone number, e-mail address, biometric identifiers, photograph, or other unique numbers, codes or characteristics or combined, indirect 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

Program or System Name: REGION 4> VHA> VISN 01> Northampton VAMC> PBX

OMB Unique System / Application / Program Identifier (AKA: UPID #): 029-00-002-00-01-1120-00

The Northampton VA Medical Center uses the Private Branch Exchange (PBX) as an essential element that supports the voice infrastructure for day to day operations with the Veterans Health Administration. PBX telephone devices support all areas, of the medical center. The PBX is comprised of telephones, voicemail, automated call distribution and auto-attendant. This system supports, employees, veterans, vendors and the general public. The purpose of the system is to communicate via telephone necessary information to all parties. The system is access via outside public lines. The system is access via outside public lines.

Facility Name:	VA Medical Center	Title:	Name:	Phone:	Email:
Privacy Officer:	Paul Duquette			413-584-4040, x2503	<a href="mailto:paul.duquette@va.gov">paul.duquette@va.gov</a>
Information Security Officer:	Sage C. McKnight			413-582-3169	<a href="mailto:sage.mcknight@va.gov">sage.mcknight@va.gov</a>
Chief Information Officer:	Michael J. Marley			413-582-3171	<a href="mailto:michael.marley@va.gov">michael.marley@va.gov</a>
Person Completing Document:	Paul Duquette				
Other Titles:					
Other Titles:					

Date of Last PIA Approved by VACO Privacy  
Services: (MM/YYYY) 08/2008  
Date Approval To Operate Expires: 08/2011

What specific legal authorities authorize this program or system:  
N/A

What is the expected number of individuals that will have their PII stored in this system:  
N/A

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.  
03/2008

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

Date of Report (MM/YYYY): 12/2009

**Please check the appropriate boxes and continue to the next TAB and complete the remaining questions on this form.**

- Have any changes been made to the system since the last PIA?
- 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 PI/PHI data?
- Does this system/application/program collect, store or disseminate the SSN?

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

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

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

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

1. All System of Record Identifier(s) (number):
2. Name of the System of Records:
3. Location where the specific applicable System of Records Notice may be accessed (include the URL):

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

Does the System of Records Notice require modification or updating?

*(Please Select Yes/No)*

Is PII collected by paper methods?

Is PII collected by verbal methods?

Is PII collected by automated methods?

Is a Privacy notice provided?

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

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

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

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

**(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)				
Family Relation (spouse, children, parents, grandparents, etc)				
Service Information				
Medical Information				
Criminal Record Information				
Guardian Information				
Education Information				
Benefit Information				
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)				
Family Relation (spouse, children, parents, grandparents, etc)				
Service Information				
Medical Information				
Criminal Record Information				
Guardian Information				
Education Information				
Benefit Information				
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					
Other Veteran Organization					
Other Federal Government Agency					
State Government Agency					
Local Government Agency					
Research Entity					
Other Project / System					
Other Project / System					
Other Project / System					

**(FY 2010) PIA: Access to Records**

Does the system gather information from another system?  
Please enter the name of the system:

Per responses in Tab 4, does the system gather information from an individual?

- Through a Written Request  
 Submitted in Person  
 Online via Electronic Form

Is there a contingency plan in place to process information when the system is down?

**(FY 2010) PIA: Secondary Use**

Will PII data be included with any secondary use request?

- Drug/Alcohol Counseling     Mental Health     HIV  
 Research     Sickle Cell     Other (Please Explain)

If yes, please check all that apply:  
Describe process for authorizing access to this data.

Answer:



**(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?

If Yes, Please Specify:

Explain how collected data are limited to required elements:

Answer:

How is data checked for completeness?

Answer:

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

Answer:

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

Answer:

*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:

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

Answer:

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

Answer:

Where are these procedures documented?

Answer:

How are data retention procedures enforced?

Answer:

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

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

Answer:

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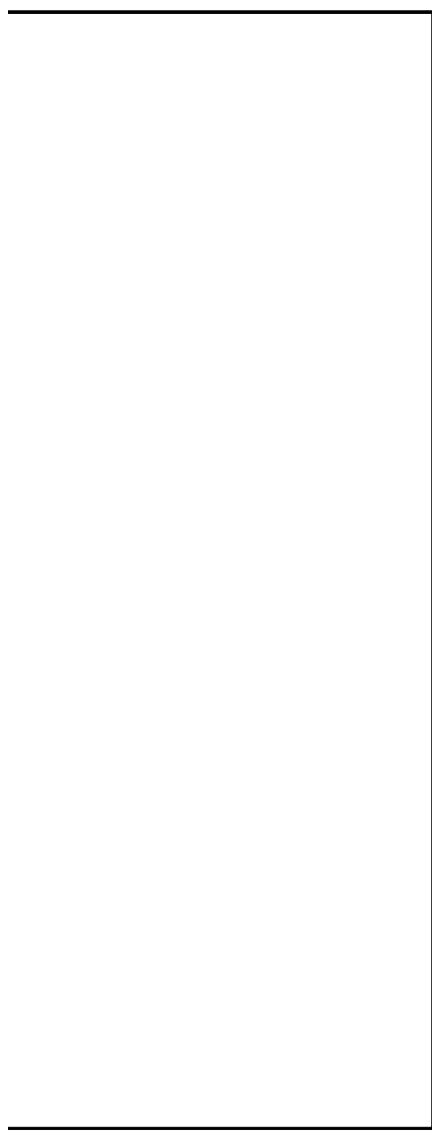
**(FY 2010) PIA: Additional Comments**

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

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

Records Locator System (VADS)	Veterans Assistance Discharge System (VADS)	Education Training Website VR&E Training Website VA Reserve Educational Assistance Program	Appraisal System Web Electronic Lender Identification CONDO PUD Builder Centralized Property Tracking System Electronic Appraisal System
LGY Processing	Loan Service and Claims LGY Home Loans	Web Automated Verification of Enrollment Right Now Web VA Online Certification of Enrollment (VA-ONCE)	Web LGY Automated Folder Processing System (AFPS) Personal Computer Generated Letters (PCGL) Personnel Information Exchange System (PIES) Rating Board Automation 2000 (RBA2000)
Search Participant Profile (SPP)	Control of Veterans Records (COVERS)	Access Manager SHARE	VBA Data Warehouse Distribution of Operational Resources (DOOR)
SHARE	Modern Awards Process Development (MAP-D)	Enterprise Wireless Messaging System (Blackberry) VBA Enterprise Messaging System	Enterprise Wireless Messaging System (Blackberry) VBA Enterprise Messaging System
Rating Board Automation 2000 (RBA2000)	State of Case/Supplemental (SOC/SSOC)	State Benefits Reference System Training and Performance Support System (TPSS) Veterans Appeals Control and Locator System (VACOLS) Veterans On-Line Applications (VONAPP)	LGY Centralized Fax System Review of Quality (ROQ) Automated Sales Reporting (ASR)
State of Case/Supplemental (SOC/SSOC)	Awards	Automated Medical Information Exchange II (AMIE II)	Automated Medical Information Exchange II (AMIE II)
Financial and Accounting System (FAS)	Eligibility Verification Report (EVR)	Committee on Waivers and Compromises (COWC)	Electronic Card System (ECS)
Elements Nationwide (ASEN)	Automated Medical Information System (AMIS)290	Common Security User Manager (CSUM)	Electronic Payroll Deduction (EPD)
Inquiry Routing Information System (IRIS)	Web Automated Reference Material System (WARMS)	Financial Management Information System (FMI)	Purchase Order Management System (POMS)
National Silent Monitoring (NSM)	Automated Standardized Performance Elements Nationwide (ASEN)	Compensation and Pension (C&P) Record Interchange (CAPRI) Control of Veterans Records (COVERS)	Veterans Canteen Web
Web Service Medical Records (WebSMR)	Inquiry Routing Information System (IRIS)		

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)	MUSE	
Electronic Performance Support System (EPSS)	Awards	
Veterans Service Representative (VSR)	Actuarial	Bbraun (CP Hemeo)
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.

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

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

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

Baker System	Veterans Assistance Discharge System (VADS)
Dental Records Manager	VBA Training Academy
Sidexis	Veterans Service Network (VETSNET) Waco Indianapolis, Newark, Roanoke, BIRLS Seattle (WINRS)
Priv Plus	Centralized Accounts Receivable System (CARS)
Mental Health Assistant	
Telecare Record Manager	Compensation & Pension (C&P)
Omnicell	Corporate Database
Powerscribe Dictation System	Control of Veterans Records (COVERS)
EndoSoft	Data Warehouse
Compensation and Pension (C&P)	
Montgomery GI Bill	INS - BIRLS
Vocational Rehabilitation &	Mobilization
Employment (VR&E) CH 31	Master Veterans Record (MVR)
Post Vietnam Era educational Program (VEAP) CH 32	BDN Payment History
Spinal Bifida Program Ch 18	
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  
(PAD)  
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)

ACCOUNTS RECEIVABLE	DRUG ACCOUNTABILITY	INPATIENT MEDICATIONS
ADP PLANNING (PLANMAN) ADVERSE REACTION TRACKING ASISTS	DSS EXTRACTS EDUCATION TRACKING EEO COMPLAINT TRACKING	INTAKE/OUTPUT INTEGRATED BILLING INTEGRATED PATIENT FUNDS
AUTHORIZATION/SUBSCRIPTION	ELECTRONIC SIGNATURE	INTERIM MANAGEMENT SUPPORT KERNEL
AUTO REPLENISHMENT/WARD STOCK	ENGINEERING	KIDS
AUTOMATED INFO COLLECTION SYS	ENROLLMENT APPLICATION SYSTEM	LAB SERVICE
AUTOMATED LAB INSTRUMENTS	EQUIPMENT/TURN-IN REQUEST	LETTERMAN
AUTOMATED MED INFO EXCHANGE	EVENT CAPTURE	LEXICON UTILITY
BAR CODE MED ADMIN	EVENT DRIVEN REPORTING	LIBRARY
BED CONTROL	EXTENSIBLE EDITOR	LIST MANAGER
BENEFICIARY TRAVEL	EXTERNAL PEER REVIEW	MAILMAN
CAPACITY MANAGEMENT - RUM	FEES BASIS	FUNCTIONAL INDEPENDENCE
CAPRI	GEN. MED. REC. - GENERATOR	MASTER PATIENT INDEX VISTA
CAPACITY MANAGEMENT TOOLS	GEN. MED. REC. - I/O GEN. MED. REC. - VITALS	MCCR NATIONAL DATABASE MEDICINE MENTAL HEALTH
CARE MANAGEMENT CLINICAL CASE REGISTRIES	GENERIC CODE SHEET	MICOM
CLINICAL INFO RESOURCE NETWORK	GRECC	MINIMAL PATIENT DATASET
CLINICAL MONITORING SYSTEM	HEALTH DATA & INFORMATICS	MHEALTH/EVET
CLINICAL PROCEDURES	HEALTH LEVEL SEVEN	Missing Patient Reg (Original) A4EL
CLINICAL REMINDERS		

CMOP	HEALTH SUMMARY
CONSULT/REQUEST TRACKING	HINQ
CONTROLLED SUBSTANCES	HOSPITAL BASED HOME
CPT/HCPCS CODES	CARE
CREDENTIALS TRACKING	ICR - IMMUNOLOGY CASE REGISTRY
DENTAL	IFCAP
DIETETICS	IMAGING
DISCHARGE SUMMARY	INCIDENT REPORTING
DRG GROUPER	INCOME VERIFICATION MATCH
	INCOMPLETE RECORDS TRACKING
	ORDER ENTRY/RESULTS REPORTING
	NATIONAL DRUG FILE
	NATIONAL LABORATORY TEST
	NDBI
	NETWORK HEALTH EXCHANGE
	NOIS
	NURSING SERVICE OCCURRENCE SCREEN
	ONCOLOGY

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 PHI collected by this min or application?	
Minor app #2	Name	Description	Comments
		<input type="checkbox"/> Is PHI collected by this min or application?	
Minor app #3	Name	Description	Comments
		<input type="checkbox"/> Is PHI collected by this min or application?	

Does this minor application store PHI?  
 If yes, where?

Who has access to this data?

Does this minor application store PHI?  
 If yes, where?

Who has access to this data?

Does this minor application store PHI?  
 If yes, where?

Who has access to this data?

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OUTPATIENT PHARMACY	SOCIAL WORK
PAID	SPINAL CORD DYSFUNCTION
PATCH MODULE	SURGERY
PATIENT DATA EXCHANGE	SURVEY GENERATOR
PATIENT FEEDBACK	TEXT INTEGRATION UTILITIES
PATIENT REPRESENTATIVE	TOOLKIT
PCE PATIENT CARE	UNWINDER
ENCOUNTER	UTILIZATION MANAGEMENT ROLLUP
PCE PATIENT/IHS SUBSET	UTILIZATION REVIEW
PHARMACY BENEFITS	VA CERTIFIED COMPONENTS - DSSI
MANAGEMENT	VA FILEMAN
PHARMACY DATA	VA FILEMAN
MANAGEMENT	VBECS
PHARMACY NATIONAL	VDEFF
DATABASE	VENDOR - DOCUMENT STORAGE SYS
PHARMACY PRESCRIPTION	VHS&RA ADP TRACKING SYSTEM
PRACTICE	VISIT TRACKING
POLICE & SECURITY	VISTALINK
PROBLEM LIST	VISTALINK SECURITY
PROGRESS NOTES	VISUAL IMPAIRMENT SERVICE TEAM
PROSTHETICS	ANRV
QUALITY ASSURANCE	VOLUNTARY TIMEKEEPING
INTEGRATION	VOLUNTARY TIMEKEEPING NATIONAL
QUALITY IMPROVEMENT	
CHECKLIST	
QUASAR	
RADIOLOGY/NUCLEAR	
MEDICINE	
RECORD TRACKING	

REGISTRATION

RELEASE OF INFORMATION - DSSI

REMOTE ORDER/ENTRY

SYSTEM

RPC BROKER

RUN TIME LIBRARY

SAGG

SCHEDULING

SECURITY SUITE UTILITY PACK

SHIFT CHANGE HANDOFF  
TOOL

WOMEN'S HEALTH

CARE TRACKER

(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 them below sections as many times as needed.

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

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

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

**(FY 2010) PIA: Final Signatures**

Facility Name:	VA Medical Center
Title:	Name: <input type="text"/> Phone: <input type="text"/>
Privacy Officer:	Paul Duquette  413-584-4040, x2503
	Digital Signature Block
Information Security Officer:	Sage C. McKnight  413-582-3169
	<b>SAGE C MCKNIGHT</b> Digital Signature HT Digitally signed by: SAGE C MCKNIGHT DN: CN = SAGE C MCKNIGHT O = Department of Veterans Affairs OU = Dept. of Veterans Affairs, Internal Staff Date: 2009.12.10 12:07:00 -05'00' Reason: This document is ready for approval
Chief Information Officer:	Michael J. Marley  413-582-3171
	<b>MICHAEL J MARLEY</b> Digital Signature DN: CN = MICHAEL J MARLEY O = Department of Veterans Affairs, Internal Staff Date: 2009.12.10 14:28:14 -05'00'
Person Completing Document:	Paul Duquette  0
	Digital Signature Block
System / Application / Program Manager:	  0
	Digital Signature Block
Date of Report:	12/10/2009
OMB Unique Project Identifier	029-00-02-00-01-1120-00
Project Name	REGION 4>VHA>VISN 01>Northampton VAMC>PBX

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