Privacy Impact Assessment for the VA IT System called:

OEHRM Multi-Purpose Clinical Platform (OEHRM M-PCP)

Office of Electronic Health Record Modernization (OEHRM)

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System Contacts:

System Contacts

	Name	E-mail	Phone Number
Privacy Officer	Rita Grewal	Rita.Grewal@va.gov	202-632-7861
Information System Security Officer (ISSO)	Jeramy Drake	Jeramy.Drake@va.gov	509-524-1471
Information System Owner	Michael Hartzell	Michael.Hartzell1@va.gov	803-406-0112

Abstract

The abstract provides the simplest explanation for "what does the system do?" and will be published online to accompany the PIA link.

The Office of Electronic Health Record Modernization (OEHRM) Multi-Purpose Clinical Platform (M-PCP) is a system of systems (SoS) computing platform that is constructed using the standard Department of Veterans Affairs (VA) Enterprise Windows 10 desktop image. This standard Windows 10 desktop image is the foundational platform for M-PCP that hosts various clinical applications dedicated to support the delivery of healthcare throughout the Veterans Health Administration (VHA) operating environments such as VA medical centers (VAMC's) and Community Based Outpatient Clinics (CBOC's).

Overview

The overview is the most important section of the PIA. A thorough and clear overview gives the reader the appropriate context to understand the responses in the PIA. The overview should contain the following elements:

- *The IT system name and the name of the program office that owns the IT system.*
- *The business purpose of the program, IT system, or technology and how it relates to the program office and agency mission.*
- *Indicate the ownership or control of the IT system or project.*
- *The expected number of individuals whose information is stored in the system and a brief description of the typical client or affected individual.*
- *A general description of the information in the IT system and the purpose for collecting this information.*
- *Any information sharing conducted by the IT system. A general description of the modules and subsystems, where relevant, and their functions.*
- *Whether the system is operated in more than one site, and if so, a description of how use of the system and PII is maintained consistently in all sites and if the same controls are used across sites.*
- *A citation of the legal authority to operate the IT system.*
- *Whether the completion of this PIA will result in circumstances that require changes to business processes*
- *Whether the completion of this PIA could potentially result in technology changes*
- *If the system is in the process of being modified and a SORN exists, will the SORN require amendment or revision and approval? If the system is using cloud technology, does the SORN for the system cover cloud usage or storage?*

The Office of Electronic Health Record Modernization (OEHRM) Multi-Purpose Clinical Platform (M-PCP) is a system of systems (SoS) computing platform that is constructed using the standard Department of Veterans Affairs (VA) Enterprise Windows 10 desktop image. This standard Windows 10 desktop image is the foundational platform for M-PCP that hosts various clinical applications dedicated to support the delivery of healthcare throughout the Veterans Health Administration (VHA) operating environments such as VA medical centers (VAMC's) and

Community Based Outpatient Clinics (CBOC's). OEHRM M-PCP composes of a series of end-user-device (EUD) workstations, managed by the Information Technology Operations and Services (ITOPS) End User Operations (EUO). What makes OEHRM M-PCP and its subsystem components unique are their functional characteristics provided by Cerner clinical applications and system interfaces such as Tracking Board Kiosk, 724 Access Down Time Viewer (DTV) EUD, 724 Access Admin Tool EUD, Audiology EUD, Diagnostic Imaging EUD, etc.

Section 1. Characterization of the Information

The following questions are intended to define the scope of the information requested and collected as well as the reasons for its collection as part of the program, IT system, or technology being developed.

1.1 What information is collected, used, disseminated, created, or maintained in the system?

Identify and list all Sensitive Personal Information (SPI) that is collected and stored in the system, including Individually Identifiable Information (III), Individually Identifiable Health Information (IIHI), Protected Health Information (PHI), and Privacy- Protected Information. For additional information on these information types and definitions, please see VA Directives and Handbooks in the 6500 series (https://vaww.va.gov/vapubs/). If the system creates information (for example, a score, analysis, or report), list the information the system is responsible for creating.

If a requesting system receives information from another system, such as a response to a background check, describe what information is returned to the requesting system.
This question is related to privacy control AP-1, Authority To Collect, and AP-2, Purpose Specification.

Please check any information listed below that your system collects, uses, disseminates, creates, or maintains. If additional SPI is collected, used, disseminated, created, or maintained, please list those in the text box below:

☒ Name
☐ Social Security Number
☒ Date of Birth
☒ Mother's Maiden Name
☒ Personal Mailing Address
☒ Personal Phone Number(s)
☒ Personal Fax Number
☒ Personal Email Address
☒ Emergency Contact Information (Name, Phone

Number, etc. of a different individual)
☐ Financial Account Information
☐ Health Insurance Beneficiary Numbers Account numbers
☐ Certificate/License numbers
☐ Vehicle License Plate Number
☐ Internet Protocol (IP) Address Numbers
☒ Current Medications

☒ Previous Medical Records
☒ Race/Ethnicity
☐ Tax Identification Number
☒ Medical Record Number
☒ Other Unique Identifying Information (list below)

Other identifying information may be displayed by OEHRM M-PCP are race/ethnicity, gender. Other unique identifiers are the VA Integration Control Number (ICN) and the Electronic Data Interchange Personal Identifier (EDIPI), of which EDIPI is the primary identifier.

PII Mapping of Components

OEHRM M-PCP consists of five key components. Each component has been analyzed to determine if any elements of that component collect PII. The type of PII collected by OEHRM M-PCP and the reasons for the collection of the PII are in the table below.

PII Mapped to Components

Note: Due to the PIA being a public facing document, please do not include the server names in the table.

PII Mapped to Components

Database Name of the information system collecting/storing PII	Does this system collect PII? (Yes/No)	Does this system store PII? (Yes/No)	Type of PII (SSN, DOB, etc.)	Reason for Collection/ Storage of PII	Safeguards
Tracking Board Kiosk	Yes	No	Patient PII/PHI such as name, date of birth, ICN/EDIPI, current medications, previous medical records, hearing test data, medical diagnostic images, emergency contacts, etc.	Clinical care	Group Encrypted Transport Virtual Private Network (GETVPN)
724 Access DTV EUD	Yes	Yes	Patient PII/PHI such as name, date of birth, mailing address, zip code, phone number(s), email address, emergency contact information,	Clinical care	GETVPN

			current medications, previous medical records, race/ethnicity, gender, guardian name and contact information, next of kin name and contact information		
724 Access Admin Tool EUD	Yes	No	Same PII/PH as above	Clinical care	GETVPN
Audiology EUD	Yes	No	Patient PII/PHI such as name, date of birth, ICN/EDIPI, gender, audiology data file	Clinical care	GETVPN
Diagnostic Imaging EUD	Yes	No	Patient PII/PHI such as name, date of birth, ICN/EDIPI, gender, medical diagnostic images	Clinical care	GETVPN

1.2 What are the sources of the information in the system?

List the individual, entity, or entities providing the specific information identified above. For example, is the information collected directly from the individual as part of an application for a benefit, or is it collected from other sources such as commercial data aggregators?

Describe why information from sources other than the individual is required. For example, if a program's system is using data from a commercial aggregator of information or data taken from public Web sites, state the fact that this is where the information is coming from and then in question 1.3 indicate why the system is using this source of data.

If the system creates information (for example, a score, analysis, or report), list the system as a source of information.

This question is related to privacy controls DI-1, Data Quality, and IP-1, Consent.

OEHRM M-PCP connects to and receives patient personally identifiable information (PII) and protected health information (PHI) from the Joint Electronic Health Record system, aka the DoD Healthcare Management System Modernization Electronic Health Record (DHMSM EHR) system.

1.3 How is the information collected?

This question is directed at the means of collection from the sources listed in question 1.2. Information may be collected directly from an individual, received via electronic transmission from another system, or created by the system itself. Specifically, is information collected through technologies or other technology used in the storage or transmission of information in identifiable form?

If the information is collected on a form and is subject to the Paperwork Reduction Act, give the form's OMB control number and the agency form number.
This question is related to privacy controls DI-1, Data Quality, and IP-1, Consent.

OEHRM M-PCP does not directly collect information from patients. Instead, the M-PCP receives patient PII/PHI from the Joint EHRM system.

1.4 How will the information be checked for accuracy? How often will it be checked?

Discuss whether and how often information stored in the system is checked for accuracy. Is information in the system checked against any other source of information (within or outside your organization) before the information is used to make decisions about an individual? For example, is there a computer matching agreement in place with another government agency? For systems that receive data from internal data sources or VA IT systems, describe the system checks to ensure that data corruption has not occurred during transmission.

If the system checks for accuracy by accessing a commercial aggregator of information, describe this process and the levels of accuracy required by the contract.
This question is related to privacy controls DI-1, Data Quality, and DI-2, Data Integrity and Integrity Board.

Accuracy check for patient data displayed by the M-PCP clinical applications is provided by the Joint EHRM system, from which data is retrieved. Secure connection between M-PCP and the Joint EHRM system is provided by means of Group Encrypted Transport Virtual Private Network (GETVPN).

1.5 What specific legal authorities, arrangements, and agreements defined the collection of information?

List the full legal authority for operating the system, specifically the authority to collect the information listed in question 1.1. Provide the authorities in a manner understandable to any potential reader, i.e., do not simply provide a legal citation; use statute names or regulations in addition to citations. Legal authorities include Federal laws, regulations, statutes, and Executive Orders.
This question is related to privacy control AP-1, Authority to Collect

The legal authorities defined the collection of information are System of Record Number (SORN) 24VA10A7 – Patient Medical Records VA, and Title 38 United States Code Sections 552a and Executive Order 9397.

1.6 PRIVACY IMPACT ASSESSMENT: Characterization of the information

Consider the specific data elements collected and discuss the potential privacy risks and what steps, if any are currently being taken to mitigate those identified risks.

Consider the following Fair Information Practice Principles (FIPPs) when assessing the risk to individual privacy:

Principle of Purpose Specification: Explain how the collection ties with the purpose of the underlying mission of the organization and its enabling authority.

Principle of Minimization: Is the information directly relevant and necessary to accomplish the specific purposes of the program?

Principle of Individual Participation: Does the program, to the extent possible and practical, collect information directly from the individual?

Principle of Data Quality and Integrity: Are there policies and procedures for VA to ensure that personally identifiable information is accurate, complete, and current?
This question is related to privacy control AR-1, Governance and Privacy Program, and AR-2, Privacy Impact and Risk Assessment.

Privacy Risk: Since OEHRM M-PCP receives patient information from the Joint EHRM system, risks associated with the principles of purpose specification, minimization, individual participation, and data quality/integrity are addressed in the PIA of the Joint EHRM system.

Mitigation: Reference the Joint EHRM system PIA.

Section 2. Uses of the Information

The following questions are intended to clearly delineate the use of information and the accuracy of the data being used.

2.1 Describe how the information in the system will be used in support of the program's business purpose.

Identify and list each use (both internal and external to VA) of the information collected or maintained.
This question is related to privacy control AP-2, Purpose Specification.

- **Name**: Used to identify the patient during appointments, clinical care treatments, billing, benefit verification, and in various forms of communication

- **Date of Birth**: Used to identify age and confirm patient identity

- **Mother's Maiden Name**: Used to confirm patient identity

- **Personal Mailing Address**: Used for communication, billing purposes and calculate travel pay

- **Personal Phone Number(s):** Used for communication, confirmation of appointments and conduct Telehealth appointments

- **Fax Number**: Used for communication, limited sharing of extracted medical record, referral letter, etc.

- **Email Address**: Used for communication, including patient portal secure communications

- **Emergency Contact Information** (Name, Phone Number, etc. of a different individual): Used in cases of emergent situations such as medical emergencies.

- **Current Medications**: Used within the medical records for health care purposes/treatment, prescribing medications and allergy interactions.

- **Previous Medical Records**: Used for continuity of health care

- **Race/Ethnicity**: Used for patient demographic information and for indicators of ethnicity-related diseases.

- **Gender**: Used as patient demographic, identity and indicator for type of medical care/provider and medical tests required for individual.

- **Integration Control Number (ICN):** Used to identify patient during appointments, clinical care treatments, billing, benefit verification, and in various forms of internal communication

- **Electronic Data Interchange Personal Identifier (EDIPI)**: Used as the unique and primary identifier of a patient during appointments, clinical care treatments, billing, benefit verification, identity matching, and in various forms of internal communication.

2.2 What types of tools are used to analyze data and what type of data may be produced?

Many systems sift through large amounts of information in response to a user inquiry or programmed functions. Systems may help identify areas that were previously not obvious and need additional research by agents, analysts, or other employees. Some systems perform complex analytical tasks resulting in, among other types of data, matching, relational analysis, scoring, reporting, or pattern analysis. Describe any type of analysis the system conducts and the data that is created from the analysis.

If the system creates or makes available new or previously unutilized information about an individual, explain what will be done with the newly derived information. Will it be placed in the individual's existing record? Will a new record be created? Will any action be taken against or for the individual identified because of the newly derived data? If a new record is created, will the newly created information be accessible to Government employees who make determinations about the individual? If so, explain fully under which circumstances and by whom that information will be used.
This question is related to privacy controls DI-1, Data Quality, DI-2, Data Integrity and Integrity Board, and SE-1, Inventory of Personally Identifiable Information

M-PCP application components do not use data analysis tool and don't produce data analysis output. The clinical applications are used for viewing patient information during clinical treatment only.

2.3 How is the information in the system secured?
2.3a What measures are in place to protect data in transit and at rest?

2.3b If the system is collecting, processing, or retaining Social Security Numbers, are there additional protections in place to protect SSNs?

This question is related to security and privacy controls SC-9, Transmission Confidentiality, and SC-28, Protection of Information at Rest

Data in transit and at rest is protected by means of encryption, specifically Group Encrypted Transport Virtual Private Network (GETVPN). No SSN is collected, processed, or retained by the M-PCP clinical applications.

2.4 PRIVACY IMPACT ASSESSMENT: Use of the information. How is access to the PII determined? Are criteria, procedures, controls, and responsibilities regarding access documented? Does access require manager approval? Is access to the PII being monitored, tracked, or recorded? Who is responsible for assuring safeguards for the PII?

Describe any types of controls that may be in place to ensure that information is handled in accordance with the uses described above. Example: Describe if training for users of the project covers how to appropriately use information. Describe the disciplinary programs or system controls (i.e. denial of access) that are in place if an individual is inappropriately using the information.

Consider the following FIPPs below to assist in providing a response:

Principle of Transparency: Is the PIA and SORN, if applicable, clear about the uses of the information?

Principle of Use Limitation: Is the use of information contained in the system relevant to the mission of the project?
This question is related to privacy control AR-4, Privacy Monitoring and Auditing, AR-5, Privacy Awareness and Training, and SE-2, Privacy Incident response.

Answer to question 2.1. of this PIA clearly states the purpose of usage of each data element collected by the M-PCP clinical applications.

The principle of "Need to Know" is reflected in the access controls to patient data is defined by the Joint EHRM system provisioning rules and mirrored by the M-PCP clinical applications. Authorized clinical users must both tap their VA-issued Personal Identity Verification (PIV) card on a card reader connected to or built-in the M-PCP workstation/EUD, then use the connected keyboard to type in their pre-selected Personal Identification Number (PIN) to authenticate his/her access to the respective clinical application(s). Privacy monitoring, auditing, and incident response controls are implemented for the M-PCP system in accordance with VA/DoD cybersecurity regulations and NIST SP 800-53 Rev4 recommendation. The VA Authority Official (AO) shall consider all of these factors before granting the system an Authority to Operate (ATO) – reference answer 8.4.

Section 3. Retention of Information

The following questions are intended to outline how long information will be retained after the initial collection.

3.1 What information is retained?

Identify and list all information collected from question 1.1 that is retained by the system.
This question is related to privacy controls DM-1, Minimization of Personally Identifiable Information, and DM-2, Data Retention and Disposal

Most of M-PCP clinical applications merely receive patient PHI from the JOINT EHRM and does not retain any PHI, except for 724 Access DTV EUD. OEHRM M-PCP follows national VA policies regarding information retention. The records include information concerning patients and members of their immediate family.

3.2 How long is information retained?

In some cases VA may choose to retain files in active status and archive them after a certain period of time. State active file retention periods, as well as archived records, in number of years, for the information and record types. For example, financial data held within your system may have a different retention period than medical records or education records held within your system, please be sure to list each of these retention periods. If the system is using cloud technology, will it be following the NARA approved retention length and schedule?

The VA records officer should be consulted early in the development process to ensure that appropriate retention and destruction schedules are implemented.
This question is related to privacy control DM-2, Data Retention and Disposal.

Only the 724 Access DTV EUD needs to retain information in the local 724 DTV Pumper server for maximum 3 days so that physicians can view patient information in downtime i.e. when connectivity to the JOINT EHRM system is down. When managing and maintaining VA data and records, OEHRM M-PCP will follow the guidelines established in VA Record Control Schedule (RCS) 10-1 as well as RCS 005-1. Medical Records Folder File or CHR (Consolidated Health Record) contains all professional and administrative material necessary to document the episodes of medical care and benefits provided to individuals by the VA health care system. The medical records folder will be retained in the Joint EHRM system until 3 years after last episode of care, and then converted to an inactive medical record. Once designated an inactive medical record, it will be moved to a VA records storage facility. Patient medical records are retained for a total of 75 years after the last episode of care. (Department of Veterans Affairs Record Control Schedule RCS 10-1, https://www.va.gov/vhapublications/RCS10/rcs10-1.pdf

3.3 Has the retention schedule been approved by the VA records office and the National Archives and Records Administration (NARA)? If so please indicate the name of the records retention schedule.

An approved records schedule must be obtained for any IT system that allows the retrieval of a record via a personal identifier. The VA records officer will assist in providing a proposed schedule. The schedule must be formally offered to NARA for official approval. Once NARA approves the proposed schedule, the VA records officer will notify the system owner.
This question is related to privacy control DM-2, Data Retention and Disposal.

OEHRM M-PCP operates using two (2) NARA approved retention schedules:

- Department of Veterans Affairs, Records Control Schedule 10-1 January 2019 https://www.va.gov/vhapublications/RCS10/rcs10-1.pdf
- Department of Veterans Affairs, Office of Information & Technology Record Control Schedule 005-1 (August 3, 2009) – currently under revision and update by OI&T. https://www.oprm.va.gov/docs/Current_SORN_List_08_17_2021.pdf

3.4 What are the procedures for the elimination of SPI?

Explain how records are destroyed or eliminated at the end of the retention period. Please give the details of the process. For example, are paper records shredded on site, or by a shredding company and accompanied by a certificate of destruction, etc?

This question is related to privacy control DM-2, Data Retention and Disposal

The OEHRM M-PCP, particularly 724 Access DTV EUD, and the JOINT EHRM system follow the disposition guidance of RCS 10-1. Information stored electronically will be disposed of in accordance with VA Handbook 6500.1 Electronic Media Sanitization. Information is removed from media using VA approved methods prior to storage devices leaving VA control. When this is not possible the devices are rendered unreadable. Once information is removed from media or media is rendered unreadable the media is sent via registered courier to a destruction facility where the media is destroyed in such a manner that information can no longer be recovered from it. A chain of custody is maintained through the destruction process and a certificate of destruction is maintained by the VA and destruction facility.

3.5 Does the system, where feasible, use techniques to minimize the risk to privacy by using PII for research, testing, or training?

Organizations often use PII for testing new applications or information systems prior to deployment. Organizations also use PII for research purposes and for training. These uses of PII increase the risks associated with the unauthorized disclosure or misuse of the information. Please explain what controls have been implemented to protect PII used for testing, training and research. Have policies and procedures been developed to minimize the use of PII for testing, training, and research? This question is related to privacy control DM-3, Minimization of PII Used in Testing, Training and Research

Not applicable. None of the M-PCP clinical applications is used for research, testing, or training.

3.6 <u>PRIVACY IMPACT ASSESSMENT: Retention of information</u>

Discuss the risks associated with the length of time data is retained and what steps, if any, are currently being taken to mitigate those identified risks.

While we understand that establishing retention periods for records is a formal process, there are policy considerations behind how long a project keeps information. The longer a project retains information, the longer it needs to secure the information and assure its accuracy and integrity. The proposed schedule should match the requirements of the Privacy Act to keep the minimum amount of PII for the minimum amount of time, while meeting the Federal Records Act. The schedule should align with the stated purpose and mission of the system.

Consider the following FIPPs below to assist in providing a response:

<u>Principle of Minimization:</u> Does the project retain only the information necessary for its purpose? Is the PII retained only for as long as necessary and relevant to fulfill the specified purposes?

Principle of Data Quality and Integrity: Has the PIA described policies and procedures for how PII that is no longer relevant and necessary is purged?
This question is related to privacy controls DM-1, Minimization of Personally Identifiable Information, and DM-2, Data Retention and Disposal.

Privacy Risk: There is a risk that the information maintained by 724 Access DTV EUD could be retained for longer than is necessary to fulfill the VA mission. Records held longer than required are at greater risk of being unintentionally released or breached.

Mitigation: In addition to collecting and retaining only information necessary for fulfilling the VA mission, the disposition of data housed is based on standards developed by the National Archives Records Administration (NARA). This ensures that data is held for only as long as necessary. To mitigate the risk posed by information retention, OEHRM M-PCP adheres to the VA records management schedules for each category/data type it maintains. When the retention data is reached for a record, the medical center carefully disposes of the data by the determined method as described in the answer to question 3.4.

Section 4. Internal Sharing/Receiving/Transmitting and Disclosure

The following questions are intended to define the scope of information sharing/receiving/transmitting within VA.

4.1 With which internal organizations is information shared/received/transmitted? What information is shared/received/transmitted, and for what purpose? How is the information transmitted?

NOTE: Question 3.10 (second table) on Privacy Threshold Analysis should be used to answer this question.

Identify and list the names of any program offices, contractor-supported IT systems, and any other organization or IT system within VA with which information is shared.

State the purpose for the internal sharing. If you have specific authority to share the information, provide a citation to the authority.

For each interface with a system outside your program office, state what specific data elements (PII/PHI) are shared with the specific program office, contractor-supported IT system, and any other organization or IT system within VA.

Describe how the information is transmitted. For example, is the information transmitted electronically, by paper, or by some other means? Is the information shared in bulk, on a case-by-case basis, or does the sharing partner have direct access to the information?
This question is related to privacy controls AP-2, Purpose Specification, AR-3, Privacy Requirements for Contractors and Service Providers, AR-8, Accounting of Disclosures, TR-1, Privacy Notice, and UL-1, Internal Use.

List the Program Office or IT System information is shared/received with	List the purpose of the information being shared /received with the specified program office or IT system	List the specific PII/PHI data elements that are shared/received with the Program Office or IT system	Describe the method of transmittal
Veterans Health Administration (VHA) – Joint EHRM	Clinical healthcare	Patient PII/PHI such as name, date of birth, ICN/EDIPI, medical record number, current medications, previous medical records, hearing test data, medical diagnostic images, emergency contacts, etc.	Secure Sockets Layer (SSL) Virtual Private Network (VPN) tunnel/ DoD Medical Community of Interest (MedCOI

4.2 PRIVACY IMPACT ASSESSMENT: Internal sharing and disclosure

Discuss the privacy risks associated with the sharing of information within the Department and what steps, if any, are currently being taken to mitigate those identified risks.
This question is related to privacy control UL-1, Internal Use.

Privacy Risk: OEHRM M-PCP clinical applications receive EHI from the Joint EHRM system then disseminates a visual display of the EHI. If this information was breached or accidentally released to inappropriate parties or the public, it could result in financial, personal, and/or emotional harm to the individuals whose information is contained in the system.

Mitigation: The Department of Veterans Affairs is careful to only collect and secure the information necessary to accomplish the VA mission. Additionally, to identify the parties involved in an incident, identify potential issues and concerns, and offer assistance to the affected parties so that they may find the help they need to get through their crisis. By only collecting and securing the minimum necessary information, the VA can better protect the individual's information.

Section 5. External Sharing/Receiving and Disclosure

The following questions are intended to define the content, scope, and authority for information sharing external to VA, which includes Federal, State, and local governments, and the private sector.

5.1 With which external organizations (outside VA) is information shared/received? What information is shared/received, and for what purpose? How is the information transmitted and what measures are taken to ensure it is secure?

Is the sharing of information outside the agency compatible with the original collection? If so, is it covered by an appropriate routine use in a SORN? If not, please describe under what legal mechanism the IT system is allowed to share the information in identifiable form or personally identifiable information outside of VA.

NOTE: Question 3.11 on Privacy Threshold Analysis should be used to answer this question.

Identify and list the names of any Federal, State, or local government agency or private sector organization with which information is shared.

For each interface with a system outside VA, state what specific data elements (PII/PHI) are shared with each specific partner.

What legal mechanisms, authoritative agreements, documentation, or policies are in place detailing the extent of the sharing and the duties of each party? For example, is the sharing of data compatible with your SORN? Then list the SORN and the applicable routine use from the SORN. Is there a Memorandum of Understanding (MOU), Computer Matching Agreement (CMA), or law that mandates the sharing of this information?

Describe how the information is transmitted to entities external to VA and what security measures have been taken to protect it during transmission.
This question is related to privacy control UL-2, Information Sharing with Third Parties

Data Shared with External Organizations

List External Program Office or IT System information is shared/received with	List the purpose of information being shared / received / transmitted with the specified program office or IT system	List the specific PII/PHI data elements that are shared/received with the Program or IT system	List the legal authority, binding agreement, SORN routine use, etc. that permit external sharing (can be more than one)	List the method of transmission and the measures in place to secure data
Cerner Federal Enclave/Millennium Cloud Services	User and device authentication	Device/workstation radio-frequency identification (RFID) number and user personal identification number (PIN)	Business Associate Agreement (BAA) between the VA OEHRM and Cerner dated Sep 12, 2018	SSL VPN

If specific measures have been taken to meet the requirements of OMB Memoranda M-06-15 and M-06-16, note them here.

The information with each application is categorized in accordance with FIPS 199 and NIST SP 800-60. As part of the categorization any PII is identified.

The VA has policies which direct and guide the activities and processes performed by the VA. The policies are periodically reviewed to ensure completeness and applicability.

The NIST SP 800-53 controls are selected based on the categorization. The controls provide protection for Veteran PII/PHI while developed or stored by an application or IT system, physically transported, between facilities, least privilege, stored offsite, or transmitted between IT centers.

Internal protection is managed by access controls such as user authentication (user IDs, passwords and Personal Identification Verification (PIV)), awareness and training, auditing, and internal network controls. Remote protection is provided by remote access control, authenticator management, audit, and encrypted transmission.

5.2 PRIVACY IMPACT ASSESSMENT: External sharing and disclosure

Discuss the privacy risks associated with the sharing of information outside the Department and what steps, if any, are currently being taken to mitigate those identified risks.

Discuss whether access controls have been implemented and whether audit logs are regularly reviewed to ensure appropriate sharing outside of the Department. For example, is there a Memorandum of Understanding (MOU), contract, or agreement in place with outside agencies or foreign governments.
Discuss how the sharing of information outside of the Department is compatible with the stated purpose and use of the original collection.
This question is related to privacy control AR-2, Privacy Impact and Risk Assessment, AR-3, Privacy Requirements for Contractors and Service Providers, and AR-4, Privacy Monitoring and Auditing

Privacy Risk: The sharing of data is necessary for the medical care of individuals eligible to receive care at VAMC's or CBOC's. However, there is a risk that the data could be shared with an inappropriate and/or unauthorized external organization or institution that does not have a need or legal authority to access VA data.

Mitigation: The potential harm is mitigated by access control, configuration management, media protection, system and service acquisition, audit and accountability measures, contingency planning, personnel security, system and communication protection, awareness and training, identification authentication, physical and environmental protection, system information integrity, security assessment and authorization, incident response, risk assessment, planning and maintenance, accountability, audit and risk management, data quality and integrity, data minimization and retention, individual participation and redress, transparency and use limitation.

Use of secure passwords, access for need to know basis, PIV cards, Personal Identification Numbers (PIN), encryption and access authorization are all measures that are utilized within the facilities. Standing letters for information exchange, business associate agreements and memorandums of understanding between agencies and VA are monitored closely by the Privacy Officer (PO) and Health Information Management Service (HIMS) to ensure protection of information. Privacy

measures will include authority and purpose, accountability, audit and risk management, data quality and integrity, data minimization and retention, individual participation and redress, transparency, and use limitation.

Section 6. Notice

The following questions are directed at providing notice to the individual of the scope of information collected, the right to consent to uses of the information, and the right to decline to provide information.

6.1 Was notice provided to the individual before collection of the information? If yes, please provide a copy of the notice as an appendix. (A notice may include a posted privacy policy, a Privacy Act notice on forms, or a system of records notice published in the Federal Register.) If notice was not provided, why not?

This question is directed at the notice provided before collection of the information. This refers to whether the person is aware that his or her information is going to be collected. A notice may include a posted privacy policy, a Privacy Act statement on forms, or a SORN published in the Federal Register. If notice was provided in the Federal Register, provide the citation.

If notice was not provided, explain why. If it was provided, attach a copy of the current notice.

Describe how the notice provided for the collection of information is adequate to inform those affected by the system that their information has been collected and is being used appropriately. Provide information on any notice provided on forms or on Web sites associated with the collection. This question is related to privacy control TR-1, Privacy Notice, and TR-2, System of Records Notices and Privacy Act Statements, and TR-3, Dissemination of Privacy Program Information.

OEHRM M-PCP does not collect PII/PHI directly from patients. Instead, it receives information from the Joint EHRM aka DHMSM EHR system. For the latest version of the VA Privacy Practices, check the VHA Privacy Office web portal https://www.va.gov/health/ then click on VA Privacy Practices under the "Resources" section to the right of the page.

6.2 Do individuals have the opportunity and right to decline to provide information? If so, is a penalty or denial of service attached?

This question is directed at whether the person from or about whom information is collected can decline to provide the information and if so, whether a penalty or denial of service is attached. This question is related to privacy control IP-1, Consent, IP-2, Individual Access, and IP-3, Redress

Reference the Joint EHRM system PIA.

6.3 Do individuals have the right to consent to particular uses of the information? If so, how does the individual exercise the right?

This question is directed at whether an individual may provide consent for specific uses or the consent is given to cover all uses (current or potential) of his or her information. If specific consent is required, how would the individual consent to each use?
This question is related to privacy control IP-1, Consent

Reference the Joint EHRM system PIA.

6.4 PRIVACY IMPACT ASSESSMENT: Notice

Describe the potential risks associated with potentially insufficient notice and what steps, if any, are currently being taken to mitigate those identified risks.

Consider the following FIPPs below to assist in providing a response:

Principle of Transparency: Has sufficient notice been provided to the individual?

Principle of Use Limitation: Is the information used only for the purpose for which notice was provided either directly to the individual or through a public notice? What procedures are in place to ensure that information is used only for the purpose articulated in the notice?
This question is related to privacy control TR-1, Privacy Notice, AR-2, Privacy Impact and Risk Assessment, and UL-1, Internal Use

Privacy Risk: Reference the Joint EHRM system PIA.

Mitigation: Reference the Joint EHRM system PIA.

Section 7. Access, Redress, and Correction

The following questions are directed at an individual's ability to ensure the accuracy of the information collected about him or her.

7.1 What are the procedures that allow individuals to gain access to their information?

Cite any procedures or regulations your program has in place that allow access to information. These procedures, at a minimum, should include the agency's FOIA/Privacy Act practices, but may also include additional access provisions. For example, if your program has a customer satisfaction unit, that information, along with phone and email contact information, should be listed in this section in addition to the agency's procedures. See 5 CFR 294 and the VA FOIA Web page at http://www.foia.va.gov/ to obtain information about FOIA points of contact and information about agency FOIA processes.

If the system is exempt from the access provisions of the Privacy Act, please explain the basis for the exemption or cite the source where this explanation may be found, for example, a Final Rule published in the Code of Federal Regulations (CFR).

If the system is not a Privacy Act system, please explain what procedures and regulations are in place that covers an individual gaining access to his or her information.
This question is related to privacy control IP-2, Individual Access, and AR-8, Accounting of Disclosures.

OEHRM M-PCP does not collect PII/PHI directly from patients. Instead, it receives information from the Joint EHRM system. Reference the Joint EHRM system PIA.

When requesting access to one's own records, patients are asked to complete VA Form 10-5345a: *Individuals' Request for a Copy of their Own Health Information*, which can be obtained from the medical center or online at http://www.va.gov/vaforms/medical/pdf/vha-10-5345a-fill.pdf.

Additionally, veterans and their dependents can gain access to their Electronic Health Record (EHR) by enrolling in the myHealth*e*vet program, VA's online personal health record. More information about myHealth*e*vet is available at https://www.myhealth.va.gov/index.html.

7.2 What are the procedures for correcting inaccurate or erroneous information?

Describe the procedures and provide contact information for the appropriate person to whom such issues should be addressed. If the correction procedures are the same as those given in question 7.1, state as much.
This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Reference the Joint EHRM system PIA.

7.3 How are individuals notified of the procedures for correcting their information?

How are individuals made aware of the procedures for correcting his or her information? This may be through notice at collection or other similar means. This question is meant to address the risk that even if procedures exist to correct information, if an individual is not made fully aware of the existence of those procedures, then the benefits of the procedures are significantly weakened.
This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Reference the Joint EHRM system PIA.

7.4 If no formal redress is provided, what alternatives are available to the individual?

Redress is the process by which an individual gains access to his or her records and seeks corrections or amendments to those records. Redress may be provided through the Privacy Act and Freedom of Information Act (FOIA), and also by other processes specific to a program, system, or group of systems.
This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Example: Some projects allow users to directly access and correct/update their information online. This helps ensures data accuracy.

Reference the Joint EHRM system PIA.

7.5 PRIVACY IMPACT ASSESSMENT: Access, redress, and correction

Discuss what risks there currently are related to the Department's access, redress, and correction policies and procedures for this system and what, if any, steps have been taken to mitigate those risks. For example, if a project does not allow individual access, the risk of inaccurate data needs to be discussed in light of the purpose of the project. For example, providing access to ongoing law enforcement activities could negatively impact the program's effectiveness because the individuals involved might change their behavior.

Consider the following FIPPs below to assist in providing a response:
Principle of Individual Participation: Is the individual provided with the ability to find out whether a project maintains a record relating to him?

Principle of Individual Participation: If access and/or correction is denied, then is the individual provided notice as to why the denial was made and how to challenge such a denial?

Principle of Individual Participation: Is there a mechanism by which an individual is able to prevent information about him obtained for one purpose from being used for other purposes without his knowledge?
This question is related to privacy control IP-3, Redress.

Privacy Risk: Reference the Joint EHRM system PIA.

Mitigation: Reference the Joint EHRM system PIA.

Section 8. Technical Access and Security

The following questions are intended to describe technical safeguards and security measures.

8.1 What procedures are in place to determine which users may access the system, and are they documented?

Describe the process by which an individual receives access to the system.

Identify users from other agencies who may have access to the system and under what roles these individuals have access to the system. Who establishes the criteria for what PII can be shared?

Describe the different roles in general terms that have been created to provide access to the system. For example, certain users may have "read-only" access while others may be permitted to make certain amendments or changes to the information.

This question is related to privacy control AR-7, Privacy-Enhanced System Design and Development.

Access to the VA OEHRM program is restricted to VA employees and contractors who must complete both the Privacy and HIPAA Focused and Information Security training. Specified access is granted based on the employee/contractor functional category. Role based training is required for individuals with significant information security responsibilities to include but not limited to Information Security Officer (ISO), System Administrators, Network Administrators, Database Managers, Users of VA Information Systems or VA Sensitive Information. Users submit access requests based on need to know and job duties. Supervisor, ISSO and OI&T approval must be obtained prior to access granted. These requests are submitted for VA employees, contractors and all outside agency requests and are processed through the appropriate approval processes.

Access to the Joint EHRM system requires multi-layer authentication. The individual first must authenticate through Windows Active Directory. The Joint EHRM system access is time limited with session timeout after a designated period of inactivity and/or automatic account lock out unsuccessful attempts. Once inside the system, individuals are authorized to access information on a need to know basis.

Access to computer rooms at VAMC's or CBOC's is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel.

8.2 Will VA contractors have access to the system and the PII? If yes, what involvement will contractors have with the design and maintenance of the system? Has a contractor confidentiality agreement, Business Associate Agreement (BAA), or a Non-Disclosure Agreement (NDA) been developed for contractors who work on the system?

If so, how frequently are contracts reviewed and by whom? Describe the necessity of the access provided to contractors to the system and whether clearance is required. If Privacy Roles and Responsibilities have been established to restrict certain users to different access levels, please describe the roles and associated access levels. Explain the need for VA contractors to have access to the PII.

This question is related to privacy control AR-3, Privacy Requirements for Contractors and Service Providers.

Yes, contractors will have access to the OEHRM M-PCP. Contracts are reviewed by the appropriate contract authority i.e., Contracting Officer Representative (COR), Contracting Officer (CO), Contract Review Committee. Per the National Contractor Access Program (NCAP) guidelines, contractors can have access to the system only after completing mandatory information security and privacy awareness training, Privacy and HIPAA Focused training as well as having completed a Special Agency Check, finger printing and having the appropriate background investigation scheduled with Office of Personnel Management. Certification that this training has been completed by all contractors must be provided to the employee who is responsible for the contract in question.

In addition, all contracts by which contractors might access sensitive patient information must include a Business Associate Agreement which clarifies the mandatory nature of the training and the potential penalties for violating patient privacy.

8.3 Describe what privacy training is provided to users either generally or specifically relevant to the program or system?

VA offers privacy and security training. Each program or system may offer training specific to the program or system that touches on information handling procedures and sensitivity of information. Please describe how individuals who have access to PII are trained to handle it appropriately.
This question is related to privacy control AR-5, Privacy Awareness and Training.

All OEHRM M-PCP users are required to complete initial and annual Privacy and Security Awareness and Rule Behavior (RoB) training via VA Talent Management System (TMS). In addition, all employees and contractors who interact with patient sensitive medical information must complete the Privacy and HIPAA focused training. Finally, all new employees and contractors at VAMC's receive face-to-face training by the facility Privacy Officer and Information Security Officer during new employee orientation. The Privacy and Information System Security Officers also perform subject specific trainings on an as needed basis.

8.4 Has Authorization and Accreditation (A&A) been completed for the system?

If Yes, provide:

1. *The Security Plan Status,*
2. *The Security Plan Status Date,*
3. *The Authorization Status,*
4. *The Authorization Date,*
5. *The Authorization Termination Date,*
6. *The Risk Review Completion Date*
7. *The FIPS 199 classification of the system (LOW/MODERATE/HIGH).*

Please note that all systems containing SPI are categorized at a minimum level of "moderate" under Federal Information Processing Standards Publication 199.

*If No or In Process, provide your **Initial Operating Capability (IOC) date.***

OEHRM M-PCP is in production and the latest conditional ATO for the system is effective until December 13, 2021. The Authorization Official (AO) made this decision after reviewing risks and status of implemented security controls presented to him. The FIPS 199 classification of M-PCP system is moderate. M-PCP shall comply with VA Office of Information Security (OIS) agenda for any upcoming Information Security Risk Review, or Security Control Assessment.

Section 9 – Technology Usage

The following questions are used to identify the technologies being used by the IT system or project.

9.1 Does the system use cloud technology?

If so, Does the system have a FedRAMP provisional or agency authorization? If the system does use cloud technology, but does not have FedRAMP authorization, explain how the Cloud Service Provider (CSP) solution was assessed and what FedRAMP documents and processes were used for the assessment in order to comply with VA Handbook 6517.

This question is related to privacy control UL-1, Information Sharing with Third Parties.

OEHRM M-PCP system itself does not use cloud computing technology.

9.2 Identify the cloud model being utilized.

Example: Software as a Service (SaaS), Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Commercial off the Shelf (COTS).

This question is related to privacy control UL-1, Information Sharing with Third Parties.

Not applicable

9.3 Does the contract with the Cloud Service Provider, Contractors and VA customers establish who has ownership rights over data including PII? (Provide contract number and supporting information about PII/PHI from the contract)

This question is related to privacy control AR-3, Privacy Requirements for Contractors and Service Providers.

Not applicable

9.4 Will the CSP collect any ancillary data and if so, who has ownership over the ancillary data?

Per NIST 800-144, cloud providers hold significant details about the accounts of cloud consumers that could be compromised and used in subsequent attacks. Ancillary data also involves information the cloud provider collects or produces about customer-related activity in the cloud. It includes data collected to meter and charge for consumption of resources, logs and audit trails, and other such metadata that is generated and accumulated within the cloud environment.

This question is related to privacy control DI-1, Data Quality.

Not applicable

9.5 NIST 800-144 states, "Organizations are ultimately accountable for the security and privacy of data held by a cloud provider on their behalf." Is this principle described in contracts with customers? Why or why not?

What are the roles and responsibilities involved between the organization and cloud provider, particularly with respect to managing risks and ensuring organizational requirements are met?

This question is related to privacy control AR-3, Privacy Requirements for Contractors and Service Providers.

Not applicable

9.6 If the system is utilizing Robotics Process Automation (RPA), please describe the role of the bots.

Robotic Process Automation is the use of software scripts to perform tasks as an automated process that executes in parallel with or in place of human input. For example, will the automation move or touch PII/PHI information. RPA may also be referred to as "Bots" or Artificial Intelligence (AI).

Not applicable

Section 9. References
Summary of Privacy Controls by Family

Summary of Privacy Controls by Family

ID	Privacy Controls
AP	**Authority and Purpose**
AP-1	Authority to Collect
AP-2	Purpose Specification
AR	**Accountability, Audit, and Risk Management**
AR-1	Governance and Privacy Program
AR-2	Privacy Impact and Risk Assessment
AR-3	Privacy Requirements for Contractors and Service Providers
AR-4	Privacy Monitoring and Auditing
AR-5	Privacy Awareness and Training
AR-7	Privacy-Enhanced System Design and Development
AR-8	Accounting of Disclosures
DI	**Data Quality and Integrity**
DI-1	Data Quality
DI-2	Data Integrity and Data Integrity Board
DM	**Data Minimization and Retention**
DM-1	Minimization of Personally Identifiable Information
DM-2	Data Retention and Disposal
DM-3	Minimization of PII Used in Testing, Training, and Research
IP	**Individual Participation and Redress**
IP-1	Consent
IP-2	Individual Access
IP-3	Redress
IP-4	Complaint Management
SE	**Security**
SE-1	Inventory of Personally Identifiable Information
SE-2	Privacy Incident Response
TR	**Transparency**
TR-1	Privacy Notice
TR-2	System of Records Notices and Privacy Act Statements
TR-3	Dissemination of Privacy Program Information
UL	**Use Limitation**

ID	Privacy Controls
UL-1	Internal Use
UL-2	Information Sharing with Third Parties

Signature of Responsible Officials

The individuals below attest that the information provided in this Privacy Impact Assessment is true and accurate.

_____

Privacy Officer, Rita Grewal

_____

Information Systems Security Officer, Jeramy Drake

_____

System Owner, Michael Hartzell

APPENDIX A-6.1

Please provide a link to the notice or verbiage referred to in Section 6 (a notice may include a posted privacy policy, a Privacy Act notice on forms).

For the latest version of the VA Privacy Practices, check the VHA Privacy Office web portal https://www.va.gov/health/ then click on VA Privacy Practices under the "Resources" section to the right of the page.