



Privacy Impact Assessment for the VA IT System called:

Integrated Scheduling Solution (ISS)

Veterans Health Administration

Office of Information and Technology

Date PIA submitted for review:

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System Contacts:

System Contacts

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Abstract

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

Integrated Scheduling Solution (ISS) is the VA's cloud-based scheduling application for veteran's appointments. The users will be Veterans who need to make medical appointments. The information will be gathered for appointment scheduling and is not retained in ISS.

The ISS system will reduce the number of applications that staff must utilize to perform their job duties and to improve the veteran experience. ISS is integrated with Enterprise Application Services (EAS) and VA Profile web services to ensure consistent and accurate data propagation across VA scheduling and identity management systems.

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:

1 General Description

- A. The IT system name and the name of the program office that owns the IT system.
Integrated Scheduling Solution (ISS), Veterans Health Administration (VHA) – Office of Integrated Veteran Care*

- B. The business purpose of the program, IT system, or technology and how it relates to the program office and agency mission.*

The Integrated Scheduling Solution (ISS) product provides the VA the ability to schedule an appointment for more than 150 VA facilities supporting nearly 54,000 scheduling personnel. Modernization of this product is expected in FY25 and outyears, to include the integration of Telehealth appointments including virtual care (i.e., inter/intra-facility telehealth appointments managing 22,094 service agreements and 82,739 resources (rooms, space, and technologies)), provider-based scheduling, community care, and integration with Cerner through the EAS FHIR-based API. These goals are in support of VA's strategic objective #2, to deliver timely, accessible, high-quality benefits, care, and services to meet the unique needs of Veterans and all eligible beneficiaries.

- C. Indicate the ownership or control of the IT system or project.
VA owned and VA operated*

2. Information Collection and Sharing

D. *The expected number of individuals whose information is stored in the system and a brief description of the typical client or affected individual.*

ISS does not retain any individual's information as it is already being stored within VistA.

E. *A general description of the information in the IT system and the purpose for collecting this information.*

ISS does not retain any individual's information. The system collects Patient Indicated Date (PID) which is used to schedule patient appointments-all data is stored in VistA.

F. *Any information sharing conducted by the IT system. A general description of the modules and subsystems, where relevant, and their functions.*

ISS does not have any information to share with other IT systems. ISS communicates with VistA which shares their information.

G. *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.*

ISS is operational only in the Mobile Application Platform (MAP) system hosted in the VAEC.

3. Legal Authority and SORN

H. *A citation of the legal authority to operate the IT system.*

ISS is operational only in the VA Enterprise Cloud-Mobile Application Platform (Cloud) Assessing (VAEC-MAP). The System of Record Notice (SORN) applicable to the information in MAP is 73VA005OP2, "VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC—MAP)", <https://www.govinfo.gov/content/pkg/FR-2021-11-08/pdf/2021-24368.pdf>. Authority for VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC—MAP) Maintenance of the system: Title 38, United States Code, Section 501.

However, ISS does not create or retain any information. It is used as a conduit for the information.

I. *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 SORN does not currently need to be modified.

D. System Changes

J. *Whether the completion of this PIA will result in circumstances that require changes to business processes*

The completion of this PIA will not result in circumstances that require changes to the business process.

K. *Whether the completion of this PIA could potentially result in technology changes*
The completion of this PIA will not result in any technology changes.

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://vawww.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.

The information selected below must match the information provided in question 2.1 as well as the data elements columns in 4.1 and 5.1.

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:

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Name | <input type="checkbox"/> Financial Information | <input type="checkbox"/> Medical Record Number |
| <input checked="" type="checkbox"/> Social Security Number | <input type="checkbox"/> Health Insurance Beneficiary Numbers | <input checked="" type="checkbox"/> Gender |
| <input checked="" type="checkbox"/> Date of Birth | <input type="checkbox"/> Account numbers | <input checked="" type="checkbox"/> Integrated Control Number (ICN) |
| <input type="checkbox"/> Mother's Maiden Name | <input type="checkbox"/> Certificate/License numbers* | <input type="checkbox"/> Military History/Service Connection |
| <input type="checkbox"/> Personal Mailing Address | <input type="checkbox"/> Vehicle License Plate Number | <input type="checkbox"/> Next of Kin |
| <input type="checkbox"/> Personal Phone Number(s) | <input type="checkbox"/> Internet Protocol (IP) Address Numbers | <input checked="" type="checkbox"/> Other Data Elements (list below) |
| <input type="checkbox"/> Personal Fax Number | <input type="checkbox"/> Medications | |
| <input type="checkbox"/> Personal Email Address | <input type="checkbox"/> Medical Records | |
| <input type="checkbox"/> Emergency Contact Information (Name, Phone Number, etc. of a different individual) | <input type="checkbox"/> Race/Ethnicity | |
| | <input type="checkbox"/> Tax Identification Number | |

- Date of Death

Date of Death is used to determine if the patient is deceased, and the date is then displayed in a notification to the scheduling user or provider attempting to schedule an appointment.

PII Mapping of Components (Servers/Database)

ISS consists of 0 key components (servers/databases). Each component has been analyzed to determine if any elements of that component collect PII. The type of PII collected by ISS and the reasons for the collection of the PII are in the table below.

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

Internal Database Connections

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
Veteran Health Administration – VisTA, VVC	Yes	No	<ul style="list-style-type: none"> • Name • Date of Birth • Date of Death • Gender • Integrated Control Number • Social Security Number 	Medical appointment scheduling	ISS uses the last four of the social security number for identification

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

These questions are related to privacy controls DI-1, Data Quality, and IP-1, Consent.

1.2a 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?

Vista, VA Video Connect and VA Profile are the sources of information for ISS. The patient also provides the patient indicated date (PID) which is stored by VisTA.

1.2b 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 indicate why the system is using this source of data.

ISS utilizes VistA, VA Video Connect and VA Profile as the sources for information due to their trusted and protected data being stored.

1.2c If the system creates information (for example, a score, analysis, or report), list the system as a source of information.

ISS does not create any information. It is collected and used as a conduit for the information.

1.3 How is the information collected?

These questions are related to privacy controls DI-1, Data Quality, and IP-1, Consent.

1.3a 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 technologies used in the storage or transmission of information in identifiable form?

Information is entered by the user through a web form which traverses VSA, Acheron, and VistA. ISS retrieves data from Vista and transmits data back to Vista through the VSA, Acheron.

1.3b 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.

Information is not collected on paper, only electronically.

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

These questions are related to privacy controls DI-1, Data Quality, and DI-2, Data Integrity and Integrity Board.

1.4a 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.

ISS is integrated with Enterprise Application Services (EAS) and VA Profile web services to ensure consistent and accurate data propagation across VA scheduling and identity management systems. ISS does not check any data because the application does not store data. Data validation occurs at VisTa level.

1.4b 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.

ISS does not check any data because the application does not store data. Data validation occurs at the Vista level.

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

- Executive Order 13103, Computer Software Piracy

The legal authority to use or collect SSNs is Executive Order 9397.

- System of Record Notice (SORN) 73VA005OP2, “VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC–MAP)”, <https://www.govinfo.gov/content/pkg/FR-2021-11-08/pdf/2021-24368.pdf>. Authority for VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC–MAP) Maintenance of the system: Title 38, United States Code, Section 501.

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. (Work with your System ISSO to complete this section)

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.*

Follow the format below when entering your risk assessment:

Privacy Risk: The risk that sensitive information could be incorrectly handled or accessed by someone who is not permitted to have it.

Mitigation: ISS leverages mitigation efforts outlined by VisTA rule set within the VAEC-MAP boundary. VAEC-MAP adheres to information security requirements instituted by the VA Office of Information Technology (OIT). VAEC-MAP implements cryptography that is compliant with federal laws and regulations i.e., FIPS 140-2. Any deviation from Federal requirements will be documented in a Risk-Based Decision Memo and approved as a long-term managed risk by VA management.

VA employees and contractors with access to Veteran’s information are required to complete the VA Privacy and Information Security Awareness training and Rules of Behavior annually.

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.

<i>PII/PHI Data Element</i>	<i>Internal Use</i>	<i>External Use</i>
<ul style="list-style-type: none"> • <i>Name</i> • <i>Date of Birth</i> • <i>Date of Death</i> • <i>Gender</i> • <i>Social Security Number</i> • <i>Integrated Control Number(ICN)</i> 	<i>Scheduling patients for medical appointments.</i>	<i>Not used</i>

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

These questions are related to privacy controls DI-1, Data Quality, DI-2, Data Integrity and Integrity Board, and SE-1, Inventory of Personally Identifiable Information.

2.2a 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.

ISS does not analyze data but only displays data.

2.2b 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.

ISS does not create records. Records are created by VISTA.

2.3 How is the information in the system secured?

These questions are related to security and privacy controls SC-9, Transmission Confidentiality, and SC-28, Protection of Information at Rest.

2.3a What measures are in place to protect data in transit and at rest?

Only data in transit protected by HTTPS. No data is stored by ISS.

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

ISS does not use full SSN. ISS uses initials and last four of SSN. SSN is stored and protected by Vista. Also, users who has access to see the displayed last four of SSN have obtained VA privacy training.

2.3c How is PII/PHI safeguarded in accordance with OMB Memorandum M-06-15?

ISS does not store PHI/PII. PHI/PII is stored and protected by Vista. Also, users who has access to the see the displayed data have obtained VA privacy training.

2.4 PRIVACY IMPACT ASSESSMENT: Use of the information.

*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.

2.4a How is access to the PII determined?

Access is provided based on VISTA rules set. Access is determined by each individual site.

2.4b Are criteria, procedures, controls, and responsibilities regarding access documented?

By local policy set by VISTA.

2.4c Does access require manager approval?

By local policy set by VISTA.

2.4d Is access to the PII being monitored, tracked, or recorded?

Access to Veteran or patient privacy data. Example, if a VA employee accesses another employee's record, that will be recorded by VISTA.

2.4e Who is responsible for assuring safeguards for the PII?

The user is required to safeguard the data by closing the application and/or locking the computer while away.

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

No information is retained in ISS.

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.** The VA records officer should be consulted early in the development process to ensure that appropriate retention and destruction schedules are implemented. If the system is using cloud technology, will it be following the NARA approved retention length and schedule? This question is related to privacy control DM-2, Data Retention and Disposal.*

No information is retained in ISS. Information entered by schedulers through ISS and stored instantaneously to Vista.

3.3 Has the retention schedule been approved by the VA records office and the National Archives and Records Administration (NARA)?

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.

3.3a Are all records stored within the system of record indicated on an approved disposition authority?

No information is retained in ISS. Information entered by schedulers through ISS and stored instantaneously to Vista.

3.3b Please indicate each records retention schedule, series, and disposition authority.

No information is retained in ISS. Information entered by schedulers through ISS and stored instantaneously to Vista.

3.4 What are the procedures for the elimination or transfer of SPI?

Explain how records are destroyed, eliminated or transferred to NARA at the end of their mandatory 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.

VISTA provides the data and nothing is stored or retained by ISS.

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. This question is related to privacy control DM-3, Minimization of PII Used in Testing, Training and Research.

There is no PII collected for research, training, or testing purposes.

3.6 PRIVACY IMPACT ASSESSMENT: Retention of information

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. (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).

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:

Principle of Minimization: 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.

Follow the format below:

Privacy Risk: ISS does not retain data. Information is necessary to accomplish the purpose of patient appointment scheduling. It's possible that VA account credentials may be revealed to unauthorized individuals.

Mitigation: ISS data is stored by Vista. Vista leverages data retention requirement outlined and implemented by VAEC-MAP. VAEC-MAP implements cryptography that is compliant with federal laws and regulations, i.e., FIPS 140-2. Any deviation from Federal requirements will be documented in a Risk-Based Decision Memo and approved as a long-term managed risk by VA management. VA employees and contractors with access to Veteran's information are required to complete the VA Privacy and Information Security Awareness training and Rules of Behavior annua.

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 3.9 (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.

Data Shared with Internal Organizations

<i>List the Program Office or IT System information is shared/received with</i>	<i>List the purpose of the information being shared /received with the specified program office or IT system</i>	<i>List the specific PII/PHI data elements that are processed (shared/received/transmitted) with the Program Office or IT system</i>	<i>Describe the method of transmittal</i>
Veterans Health Administration VistA	ISS is a user interface with VISTA	System Log files, sample clinical data that may contain Protected Health Information (PHI)	VistaLink

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. (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).

This question is related to privacy control UL-1, Internal Use.

Follow the format below:

Privacy Risk: The internal sharing of data is necessary for individuals to receive VHA benefits, however, there is a risk that the data could be shared with an inappropriate VA organization or institution which could result in a breach of privacy and disclosure of PII/PHI to unintended parties or recipients.

Mitigation: Safeguards are implemented to ensure data is not sent to the wrong VA organization are employee security and privacy training and awareness and required reporting of suspicious activity. Use of secure passwords, access for need-to-know basis, Personal Identification Verification (PIV) Cards, Personal Identification Numbers (PIN), encryption, and access authorization are all measures that are utilized within the facilities. Access to sensitive information and the systems where the information is stored is controlled by the VA using a “least privilege/need to know” policy. Access must be requested and only the access required by VA persons or processes acting on behalf of VA persons is to be requested or granted.

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 3.10 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

<i>List External Program Office or IT System information is shared/received with</i>	<i>List the purpose of information being shared / received / transmitted with the specified program office or IT system</i>	<i>List the specific PII/PHI data elements that are processed (shared/received/transmitted)with the Program or IT system</i>	<i>List the legal authority, binding agreement, SORN routine use, etc. that permit external sharing (can be more than one)</i>	<i>List the method of transmission and the measures in place to secure data</i>
N/A				

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

Follow the format below:

Privacy Risk: ISS does not share data outside the VA.

Mitigation: Does not apply to ISS.

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 6.1 on the last page of the document. Also provide notice given to individuals by the source system (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?

These questions are 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.

6.1a 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, Notice of Privacy Practice provided to individuals for VHA systems. If notice was provided in the Federal Register, provide the citation.

The information used in ISS comes from VISTA. Notice to Veterans and non-Veterans about the information they provide to VHA that is used in this system may be found in these locations:

The VHA Notice of Privacy Practice (NOPP)

https://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=9946

explains the collection and use of protected health information to individuals receiving health care from VA. The NOPP is mailed every three years or when there is a major change to all enrolled Veterans. Non-Veterans receiving care are provided the notice at the time of their encounter.

SORN 79VA10 “Veterans Health Information Systems and Technology Architecture (VistA) Records-VA” <https://www.govinfo.gov/content/pkg/FR-2020-12-23/pdf/2020-28340.pdf>.

SORN 73VA005OP2, “VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC–MAP)”, <https://www.govinfo.gov/content/pkg/FR-2021-11-08/pdf/2021-24368.pdf>.

This Privacy Impact Assessment (PIA) also serves as notice As required by the eGovernment Act of 2002, Pub.L. 107–347 §208(b)(1)(B)(iii), the Department of Veterans Affairs “after completion of the [PIA] under clause (ii), make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means.”

A Privacy Act Statement is provided on all forms that collect information that will be maintained in a privacy act system of records. The statement provides the purpose, authority and the conditions under which the information can be disclosed.

6.1b If notice was not provided, explain why. If it was provided, attach a copy of the current notice.

Notice is provided. Please see the responses to question 6.1a above.

6.1c 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.

Please see the responses to question 6.1a above.

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.

Information is requested when it is necessary to administer benefits to veterans and other potential beneficiaries. While an individual may choose not to provide information, this may prevent them from obtaining the benefits necessary to them. The individual shall not be denied any right, benefit, or privilege provided by law because of refusal to disclose to VHA an SSN (see 38 CFR 1.575(a)).

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.

Information is used, accessed, and disclosed in accordance with the Privacy Act, 5 USC 552a, Title 38 USC 5701, Confidential Nature of Claims, Title USC 7332 and the HIPAA Privacy Rule 45 CFR. Individuals are provided with a copy of the Notice of Privacy Practices that indicates when information will be used without their consent and when they will be asked to provide consent. Information is used, accessed, and disclosed in accordance with the Privacy Act, 5 USC 552a, Title 38 USC 5701, Confidential Nature of Claims, Title USC 7332 and the HIPAA Privacy Rule 45 CFR.

Individuals or their legal representative may consent to the use or disclosure of information via a written request submitted to their facility Privacy Officer. Individuals also have the right to request a restriction to the use of their information. The written request must state what information and/or to whom the information is restricted and must include their signature and date of the request. The request is then forwarded to facility Privacy Officer for review and processing. Individuals may also request to Opt-Out of the facility directory during an inpatient admission. If the individual chooses to opt-out, information is not disclosed from the facility directory unless otherwise required by law.

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. (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).

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.

Follow the format below:

Privacy Risk: There is a risk that members of the public may not have been notified that the ISS system exists within the Department of Veterans Affairs. Additionally, there is a risk Veterans may not have been given notice of the collection of their information in the ISS system.

Mitigation: This risk is mitigated by the common practice of providing the NOPP when Veterans apply for benefits. Additionally, new NOPPs are mailed to beneficiaries at least every 3 years and periodic monitoring is performed to check that all employees are aware of the requirement to provide guidance to Veterans and that the signed acknowledgment form, when applicable, is scanned into electronic records. The NOPP is also available at all VHA medical centers from the facility Privacy Officer.

The System of Record Notices (SORNs) and this Privacy Impact Assessment (PIA) are also available for review online, as discussed in question 6.1.

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?

These questions are related to privacy control IP-2, Individual Access, and AR-8, Accounting of Disclosures.

7.1a 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 <https://department.va.gov/foia/> to obtain information about FOIA points of contact and information about agency FOIA processes.

ISS is not the owner of the information it obtains from VISTA. There are several ways a veteran or other beneficiary may access information about them. The Department of Veterans' Affairs has created the MyHealthEVet program to allow online access to their medical records. More information on this program and how to sign up to participate can be found online at <https://www.myhealth.va.gov/index.html>. Veterans and other individuals may also request copies of their medical records and other records containing personal data from the medical facility's Release of Information (ROI) office.

VHA Directive 1605.01, Privacy and Release of Information, Paragraph 7 outlines policy and procedures for VHA and its staff to provide individuals with access to and copies of their PII in compliance with the Privacy Act and HIPAA Privacy Rule requirements. VHA also created VA form 10-5345a for use by individuals in requesting copies of their health information under right of access. VA Form 10-5345a is voluntary but does provide an easy way for individual to request their records.

7.1b 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).

ISS does not create or retain information. Information in ISS cannot be searched using a name or other unique identifier. The information is processed is stored in the VISTA system under SORN 79VA10.

7.1c 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.

Please see the response to question 7.1a above.

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.

Individuals are required to provide a written request to amend or correct their records to the appropriate Privacy Officer or System Manager as outlined in the Privacy Act SOR. Every Privacy Act SOR contains information on Contesting Record Procedure which informs the individual who to contact for redress. Further information regarding access and correction procedures can be found in the notices listed in Appendix A. The VHA Notice of Privacy Practices also informs individuals how to file an amendment request with VHA.

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.

Veterans are informed of the amendment process by many resources to include the VHA Notice of Privacy Practice (NOPP) which states:

Right to Request Amendment of Health Information.

You have the right to request an amendment (correction) to your health information in our records if you believe it is incomplete, inaccurate, untimely, or unrelated to your care. You must submit your request in writing, specify the information that you want corrected, and provide a reason to support your request for amendment. All amendment requests should be submitted to the facility Privacy Officer at the VHA health care facility that maintains your information.

If your request for amendment is denied, you will be notified of this decision in writing and provided appeal rights. In response, you may do any of the following:

- File an appeal
- File a “Statement of Disagreement”
- Ask that your initial request for amendment accompany all future disclosures of the disputed health information

Individuals seeking information regarding access to and contesting of VA benefits records may write, call or visit the nearest VA regional office.

Additional notice is provided through the SORS listed in 6.1 of this PIA and through the Release of Information Office where care is received.

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

This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Formal redress via the amendment process is available to all individuals, as stated in questions 7.1-7.3.

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.** (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).*

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.

Follow the format below:

Privacy Risk: There is a risk that members of the public will not know the relevant procedures for gaining access to, correcting, or contesting their information.

Mitigation: The risk of incorrect information in an individual's records is mitigated by authenticating information when possible. Additionally, staff verifies information in medical records and corrects information identified as incorrect during each patient's medical appointments.

The NOPP discusses the process for requesting an amendment to one's records.

The Release of Information (ROI) office is available to assist Veterans with obtaining access to their health records and other records containing personal information.

The Veterans' Health Administration (VHA) established MyHealthVet program to provide Veterans remote access to their medical records. The Veteran must enroll and have access to the premium account to obtain access to all the available features. In addition, VHA Directive 1605.01 Privacy and Release of Information establishes procedures for Veterans to have their records amended where appropriate.

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?

These questions are related to privacy control AR-7, Privacy-Enhanced System Design and Development.

8.1a Describe the process by which an individual receives access to the system.

Access is based on VISTA policy.

8.1b 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?

No external users

8.1c 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.

Roles are based on VISTA account settings. Roles can be Scheduler Manager or View Only.

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.

Contractors have no access to PII in the ISS staging.

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.

VA provides annual training for all users.

8.4 Has Authorization and Accreditation (A&A) been completed for the system? No

8.4a If Yes, provide:

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

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

*8.4b If No or In Process, provide your **Initial Operating Capability (IOC) date.***

Target date: March 27, 2024

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, what cloud model is being utilized?

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. Types of cloud models include: Software as a Service (SaaS), Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Commercial off the Shelf (COTS), Desktop as a Service (DaaS), Mobile Backend as a Service (MBaaS), Information Technology Management as a Service (ITMaaS). This question is related to privacy control UL-1, Information Sharing with Third Parties.

Note: For systems utilizing the VA Enterprise Cloud (VAEC), no further responses are required after 9.1. (Refer to question 3.3.1 of the PTA)

Yes, ISS is a component of Mobile Application Platform (MAP) hosted in the VAEC AWS environment.

9.2 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). (Refer to question 3.3.2 of the PTA) This question is related to privacy control AR-3, Privacy Requirements for Contractors and Service Providers.

Please provide response here

9.3 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.

Please provide response here

9.4 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.

Please provide response here

9.5 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).

Please provide response here

Section 10. 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 they provided in this Privacy Impact Assessment is true and accurate.

Privacy Officer, Phillip Cauthers

Information System Security Officer, Shannon Perham

Information System Owner, Robert J. Thompson

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).

The VHA Notice of Privacy Practice (NOPP)

https://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=9946

SORN 79VA10 “Veterans Health Information Systems and Technology Architecture (VistA) Records-VA” <https://www.govinfo.gov/content/pkg/FR-2020-12-23/pdf/2020-28340.pdf>.

SORN 73VA005OP2, “VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC–MAP)”, <https://www.govinfo.gov/content/pkg/FR-2021-11-08/pdf/2021-24368.pdf>.

HELPFUL LINKS:

Record Control Schedules:

<https://www.va.gov/vhapublications/rcs10/rcs10-1.pdf>

General Records Schedule 1.1: Financial Management and Reporting Records (FSC):

<https://www.archives.gov/files/records-mgmt/grs/grs01-1.pdf>

National Archives (Federal Records Management):

<https://www.archives.gov/records-mgmt/grs>

VHA Publications:

<https://www.va.gov/vhapublications/publications.cfm?Pub=2>

VA Privacy Service Privacy Hub:

<https://dvagov.sharepoint.com/sites/OITPrivacyHub>

Notice of Privacy Practice (NOPP):

[VHA Notice of Privacy Practices](#)

[VHA Handbook 1605.04: Notice of Privacy Practices](#)