Privacy Impact Assessment for the VA IT System called:

IMAGE VIEWING SOLUTION (IVS) – MOBILE APPLICATION PLATFORM (MAP)

VETERAN HEALTH ADMINISTRATION

OFFICE OF CONNECTED CARE

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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?".

Image Viewing Solution (IVS) allows Department of Veterans Affairs (VA) clinicians to access, view, and work (e.g., scrolling, zooming, adjusting window level, and measuring), with diagnostic grade images. IVS protects Personally Identifiable Information (PII) and Protected Health Information (PHI) as well as the fidelity of the image. Images can be viewed in 2D, MIP/MPR or 3D. Image Viewing Solution (IVS) does not collect PII or PHI as it does not have a requirement to store information. IVS does however, process images with PII and PHI as it temporarily caches images with PII and PHI and streams the images out to end user devices and web browsers until the session is terminated by the end user.

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. What is the IT system name and the name of the program office that owns the IT system?

Image Viewing Solution (IVS) – Veteran Health Administration - Office of Connected Care

B. What is the business purpose of the program, IT system, or technology and how it relates to the program office and agency mission?

Image Viewing Solution (IVS) allows Department of Veterans Affairs (VA) clinicians to access, view, and work (e.g., scrolling, zooming, adjusting window level, and measuring), with diagnostic grade images. IVS protects Personally Identifiable Information (PII) and Protected Health Information (PHI) as well as the fidelity of the image. Images can be viewed in 2D, MIP/MPR or 3D. Image Viewing Solution (IVS) does not collect PII or PHI as it does not have a requirement to store information. IVS does however, process images with PII and PHI as it temporarily caches images with PII and PHI and streams the images out to end user devices and web browsers until the session is terminated by the end user.

C. Who is the owner or control of the IT system or project?

VA owned and VA operated

2. Information Collection and Sharing

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

IVS does not store, retain, or maintain data.

E. What is a general description of the information in the IT system and the purpose for collecting this information?

Patients' medical images for patient care.

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

Patients' Medical Images are retrieved from VistA imaging repositories and the National Teleradiology Program (NTP) Picture Archiving Communication System (PACS) and are cached temporarily while streaming the images to End User Devices. E.g., iPads, iPhones, Web browsers

IVS has connections to the following imaging systems located within the VA Network:

Central Vista Imaging Exchange (CVIX) - Web Services Front-end for VistA Imaging

Multiple Vista Imaging Exchanges (VIX) - Web Services Front-end for VistA Imaging

Multiple Vista Image repositories – VA system of record for Veterans' medical images

National Teleradiology Program (NTP) Picture Archiving Communication System (PACS) – Repository from which Telestroke images are retrieved for STAT stroke care.

G. Is 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?

Image Viewing Solution (IVS) is located at one site in the VA Enterprise Cloud (VAEC). Patients' medical images and associated PII and PHI is not stored, retained, or maintained in IVS.

3. Legal Authority and SORN

H. What is the citation of the legal authority to operate the IT system?

- 5 U.S.C. 552, "Freedom of Information Act," c. 1967
- 5 U.S.C. 552a, "Privacy Act," c. 1974
- 18 U.S.C. 1030 (a) (3), "Fraud and related activity in connection with computers."
- 38 U.S.C. 218, "Security and law enforcement on property under the jurisdiction of the Veterans Administration"
- OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems
- Information Technology Management Reform Act of 1996 (also known as the Clinger-Cohen Act)
- OMB M-03-22, OMB Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002
- Executive Order 13103, Computer Software Piracy

- 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 Maintenance of the system: Title 38, United States Code, Section 501.

I. *If the system is in the process of being modified and a SORN exists, will the SORN require amendment or revision and approval? No If the system is using cloud technology, does the SORN for the system cover cloud usage or storage? Yes*
The MAP SORN covers VA Enterprise Cloud (VAEC) Operations

4. System Changes

J. *Will the completion of this PIA result in circumstances that require changes to business processes?*
The completion of this PIA will not result in any business process changes.

K. *Will 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://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.

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. It must also match the information provided in question 3.4 of the PTA.

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

Number, etc. of a different individual)
☐ Financial Information
☐ Health Insurance Beneficiary Numbers Account numbers
☐ Certificate/License numbers[1]
☐ Vehicle License Plate Number
☐ Internet Protocol (IP) Address Numbers
☐ Medications
☐ Medical Records
☐ Race/Ethnicity
☐ Tax Identification Number
☐ Medical Record Number
☐ Gender
☒ Integrated Control Number (ICN)
☐ Military History/Service Connection
☐ Next of Kin
☒ Other Data Elements (list below)

Other PII/PHI data elements:

- *Diagnostic grade images*
- *System Log files*
- *Clinical image data that may contain Personally Identifiable Information (PII) and Protected Health Information (PHI)*
- *Sex*
- *Age*

PII Mapping of Components (Servers/Database)

Image Viewing Solution consists of four key components (servers/databases/instances/applications/software/application programming interfaces (API). Each component has been analyzed to determine if any elements of that component collect PII. The type of PII collected by Image Viewing Solution 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 server names in the table. The first table of 3.9 in the PTA should be used to answer this question.

Internal Components Table

Component Name (Database, Instances, Application, Software, Application Program Interface (API) etc.) that contains PII/PHI	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
VistA Imaging Exchange (VIX)	Yes	Yes	SSN, DOB, SEX, ICN, AGE,	Process Patients' Medical Images.	Data is encrypted in

[1] *Specify type of Certificate or License Number (e.g., Occupational, Education, Medical)

			Address, Diagnostic grade images Name, System Log files, Clinical image data that may contain Personally Identifiable Information (PII) and Protected Health Information (PHI)		transit and at rest
Central VistA Imaging Exchange (CVIX)	Yes	Yes	SSN, DOB, SEX, ICN, AGE, Address, Diagnostic grade images Name, System Log files, Clinical image data that may contain Personally Identifiable Information (PII) and Protected Health Information (PHI)	Process Patients' Medical Images.	Data is encrypted in transit and at rest
VistA Imaging	Yes	Yes	SSN, DOB, SEX, ICN, AGE, Address, Diagnostic	Process Patients' Medical Images.	Data is encrypted in transit and at rest

			grade images Name, System Log files, Clinical image data that may contain Personally Identifiable Information (PII) and Protected Health Information (PHI)		

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?

Patients' medical images are retrieved from the VA Source systems electronically. E.g., VistA Imaging and NTP PACS. No medical images with PII and PHI are collected directly from patients.

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.

Image Viewing Solution (IVS) allows Department of Veterans Affairs (VA) clinicians to access, view, and work (e.g., scrolling, zooming, adjusting window level, and measuring), with diagnostic grade images. IVS protects Personally Identifiable Information (PII) and Protected Health Information (PHI) as well as the fidelity of the image. Images can be viewed in 2D, MIP/MPR or 3D. Image Viewing Solution (IVS) does not collect PII or PHI as it does not have a requirement to store information. IVS does however, process images electronically, with PII and PHI as it temporarily caches images with PII and PHI and streams the images out to end user devices and web browsers until the session is terminated by the end user.

1.2c Does the system create information (for example, a score, analysis, or report), list the system as a source of information?

IVS does not create 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?

IVS retrieves patient medical images from VA Source systems (VistA Imaging and NTP PACS) electronically.

1.3b If the information is collected on a form and is subject to the Paperwork Reduction Act, what is the form's OMB control number and the agency form number?

System is not subject to the Paperwork Reduction Act.

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.

Patients' medical images with PII and PHI are not stored, retained, or maintained in IVS. The Digital Imaging Communications in Medicine (DICOM) headers are checked for accuracy each time Patients' medical images are retrieved from VistA imaging and NTP PACS.

1.4b Does the system check for accuracy by accessing a commercial aggregator of information, describe this process and the levels of accuracy required by the contract?

Not applicable

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

- 5 U.S.C. 552, "Freedom of Information Act," c. 1967
- 5 U.S.C. 552a, "Privacy Act," c. 1974
- 18 U.S.C. 1030 (a) (3), "Fraud and related activity in connection with computers."
- 38 U.S.C. 218, "Security and law enforcement on property under the jurisdiction of the Veterans Administration"
- OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems
- Information Technology Management Reform Act of 1996 (also known as the Clinger-Cohen Act)
- OMB M-03-22, OMB Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002
- Executive Order 13103, Computer Software Piracy
- 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 Maintenance of the system: Title 38, United States Code, Section 501.

- Image Viewing Solution (IVS) has a Food and Drug Administration (FDA) 510K approved medical device (ResolutionMD) certification. This Commercial Off the Shelf (COTS) medical device has a Class II certification from the FDA for which is accepted by the Department of Veterans Affairs to operate in the VA environment under VA directive 6550, PRE-PROCUREMENT ASSESSMENT AND IMPLEMENTATION OF MEDICAL DEVICES/SYSTEMS

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: There is a risk that sensitive information could be incorrectly handled.

Mitigation: IVS adheres to information security requirements instituted by the VA Office of Information Technology (OIT). IVS 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 that will be used in support of the program's business purpose.

Image Viewing Solution (IVS) allows Department of Veterans Affairs (VA) clinicians to access, view, and work (e.g., scrolling, zooming, adjusting window level, and measuring), with diagnostic grade images. IVS protects Personally Identifiable Information (PII) and Protected Health Information (PHI) as well as the fidelity of the image. Images can be viewed in 2D, MIP/MPR or 3D. Image Viewing Solution (IVS) does not collect PII or PHI as it does not have a requirement to store information. IVS does however, process images electronically, with PII and PHI as it temporarily caches images with PII and PHI and streams the images out to end user devices and web browsers until the session is terminated by the end user.

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.

Patients' medical images and associated PII and PHI is not stored, retained, or maintained in IVS.

PII/PHI Data Element	Internal Use	External Use
. Social Security Number (SSN) • Date of Birth • Sex • Integration Control Number (ICN) • Age • Address	Processed by IVS for DICOM header and image retrieval.	Not used externally.

• Diagnostic grade images • Name • System Log files • Clinical image data that may contain Personally Identifiable Information (PII) and Protected Health Information (PH		

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?

IVS does not analyze or create 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.

IVS does not analyze or create data.

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?

Patients' medical images are encrypted 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?

Patients' medical images with SSNs are encrypted in transit and at rest.

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

Patients' medical images with SSNs are encrypted in transit and at rest.

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?

VistA creates and maintains an audit trail for all patient medical images that are accessed. IVS does not maintain a separate Audit Trail.

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

Access to VistA determines access to IVS. E.g., IVS users must have a VistA access and verify code to authenticate into IVS.

2.4c Does access require manager approval?

Access to VistA determines access to IVS. E.g., IVS users must have a VistA access and verify code to authenticate into IVS. Vista access request require managerial approval.

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

VistA creates and maintains an audit trail for all patient medical images that are accessed. IVS does not maintain a separate Audit Trail.

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

All IVS users and IVS team members are responsible for protecting PII.

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*

The Image Viewing Solution (IVS) does not store, retain, or maintain Patients' medical images.

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.*

IVS does not retain data. Data is only retained by 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. Please work with the system Privacy Officer and VA Records Officer to answer these questions.
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?

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

IVS does not retain data. Data is only retained by 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.

IVS does not retain data. Data is only retained by Vista.

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.

The IVS team uses Anomyzed Test Medical Images that are part of the VistA and NTP PACS Test Systems for testing.

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: Not Applicable. The Image Viewing Solution (IVS) does not store, retain, or maintain Patients' medical images.

Mitigation: Not Applicable.

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.

Patients' medical images are transmitted electronically.

Data Shared with Internal Organizations

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 processed (shared/received/transmitted) with the Program Office or IT system***	***Describe the method of transmittal***
Veterans Health Administration (VHA) VistA Imaging	Retrieving Patient medical images electronically from VistA Imaging repositories through the local VIXes using the CVIX as reference	• System Log files • Clinical image data that may contain Personally Identifiable Information (PII) and Protected Health Information (PHI)	HTTPS and TLS
Veterans Health Administration (VHA) National Teleradiology	Retrieving Patient medical images from the NTP PACS	• System Log files • Clinical image data that may contain Personally Identifiable	HTTPS

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 processed (shared/received/transmitted) with the Program Office or IT system*	*Describe the method of transmittal*
Program (NTP) Picture Archiving and Communication System (PACS)		Information (PII) and Protected Health Information (PHI)	

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: There is a risk that sensitive information could be incorrectly handled by providers processing the images in IVS.

Mitigation: IVS adheres to information security requirements instituted by the VA Office of Information Technology (OIT). IVS 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. IVS is dependent on the administrative policies at the individual sites for mitigation of the privacy risk.

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? None What information is shared/received, and for what purpose? None How is the information transmitted and what measures are taken to ensure it is secure? Not Applicable

Is the sharing of information outside the agency compatible with the original collection? Not Applicable If so, is it covered by an appropriate routine use in a SORN? Not Applicable 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. Not Applicable

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

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 processed (shared/received/transmitted)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***
None				

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.

If no External Sharing listed on the table above, ***(State there is no external sharing in both the risk and mitigation fields).***

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: IVS does not share information with External systems or Organizations.

Mitigation: IVS does not share information with External systems or Organizations.

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?

Patients' medical Images are retrieved by VA medical professionals who are providing medical care to the patients and have a need to know the PHI in the course of their clinical duties. The Image Viewing Solution (IVS) does not store, retain or maintain Patients' medical images.

The information used in IVS 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.

173VA005OP2/86 FR 61852. "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.

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.

Patients' medical Images are retrieved by VA medical professionals who are providing medical care to the patients and have a need to know the PHI in the course of their clinical duties. The information used in IVS comes from VISTA and VISTA is the responsible system for providing notices.

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

IVS does not provide notice, instead notices are provided by VistA

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.

The information used in IVS comes from VISTA and VISTA is the responsible system for providing notices.

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.

The information used in IVS comes from VISTA and VISTA is the responsible system for providing notices.

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.

The information used in IVS comes from VISTA and VISTA is the responsible system for providing notices.

6.4 <u>PRIVACY IMPACT ASSESSMENT: Notice</u>

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 sensitive information could be incorrectly handled by providers processing the images in IVS. IVS does not control the notices provided by VistA to the individual.

Mitigation: IVS adheres to information security requirements instituted by the VA Office of Information Technology (OIT). IVS 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.
notice to individuals.

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?

IVS process PHI/PII and provides a means for providers to view diagnostic images but it does not collect or store PHI/PII and does provide individual access to the system. VistA where images are originally uploaded and stored to is the responsible system for making sure individuals have access to their images**.**

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 http://www.foia.va.gov/ to obtain information about FOIA points of contact and information about agency FOIA processes.

IVS 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)?

IVS does not create or retain information. Information in IVS cannot be searched using a name or other unique identifier. The information is processes 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?

IVS is not a privacy act system.

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 ensures 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 sensitive information could be incorrectly handled by providers processing the images in IVS. IVS does not control access, redress or correction, those are the responsibilities of VistA application.

Mitigation: IVS adheres to information security requirements instituted by the VA Office of Information Technology (OIT). IVS 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. IVS is dependent on VistA to provide proper access, redress, and correction for individuals.

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? Access to VistA determines access to IVS. E.g., IVS users must have a VistA access and verify code to authenticate into IVS. All VistA users have access to IVS.

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 to VistA determines access to IVS. E.g., IVS users must have a VistA access and verify code to authenticate into IVS. The user's VA role determines the level access and leverages the VA IAM system for authentication and authorization as defined by their VistA Access.

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?

Access to VistA determines access to IVS. E.g., IVS users must have a VistA access and verify code to authenticate into IVS. No users from other agencies have access to IVS.

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.

Access to VistA determines access to IVS. E.g., IVS users must have a VistA access and verify code to authenticate into IVS. IVS access is based on VistA role assigned to the medical professional.

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?

VA medical professionals (employees and contractors) who are providing medical care to VA patients have access to IVS if they have been granted access to VistA. Technical staff supporting the IVS application have both an BAA and NDA developed at the contract level and managed between the VA, prime, and subcontractors.

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.

VA medical professionals (employees and contractors) who are providing medical care to VA patients have access to IVS if they have been granted access to VistA. Technical staff supporting the IVS application have both an BAA and NDA developed at the contract level and managed between the VA, prime, and subcontractors.

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 staff that have access to the IVS application are required to take annual Rules of Behavior and Privacy and Security training in TMS provided by the VA.

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

8.4a If Yes, provide:

1. *The Security Plan Status:* Completed March 31, 2014
2. *The System Security Plan Status Date:* Completed March 31, 2014
3. *The Authorization Status:* Approved
4. *The Authorization Date:* Completed March 31, 2014
5. *The Authorization Termination Date:* January 10, 2025
6. *The Risk Review Completion Date:* Completed March 31, 2014
7. *The FIPS 199 classification of the system (LOW/MODERATE/HIGH):* MODERATE

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.***

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)*

IVS is utilizing the VA Enterprise Cloud (VAEC)

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.*

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.

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.

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).

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**
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.

DENNIS LAHL Digitally signed by DENNIS LAHL
Date: 2024.02.29 15:46:50 -05'00'

Privacy Officer, Dennis Lahl

JAMES BORING Digitally signed by JAMES BORING
Date: 2024.03.05 10:56:27 -05'00'

Information System Security Officer, James Boring

ERIC GUIDASH Digitally signed by ERIC GUIDASH
Date: 2024.03.05 14:23:01 -05'00'

Information System Owner, Eric Guidash

APPENDIX A-6.1

The VHA Notice of Privacy Practice (NOPP)
https://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=9946

173VA005OP2/86 FR 61852. "VA Enterprise Cloud—Mobile Application Platform (Cloud) Assessing (VAEC–MAP)", https://www.govinfo.gov/content/pkg/FR-2021-11-08/pdf/2021-24368.pdf.

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HELPFUL LINKS:

General Records Schedule
https://www.archives.gov/records-mgmt/grs.html

National Archives (Federal Records Management):
https://www.archives.gov/records-mgmt/grs

VA Publications:
https://www.va.gov/vapubs/

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