

## RECORDS MANAGEMENT

I. **PURPOSE:** This document establishes the policy for records management within Veterans Affairs (VA) Butler Healthcare.

II. **POLICY:** Each organizational entity shall establish and maintain an active, continuing records management program that effectively and efficiently manages records throughout their life cycle.

### III. GLOSSARY:

A. **Audiovisual Records:** Records in pictorial or aural form which includes motion pictures, still pictures, sound recordings, video recordings, graphic materials such as posters and original art, audio and video recordings and combinations of media such as slide tape productions.

B. **Disposal:** Removal of records from VA control and authority by their sale, donation, or assignment of legal custody or title to others (Federal or non-Federal entities), or by their physical destruction, sale as waste material, or other forms of salvage or transfer; includes erasure of information captured or maintained on electronic media.

C. **Disposal Authority:** The legal authorization obtained only from the Archivist of the United States, National Archives and Records Administration (NARA), for the disposal of records and recorded information.

D. **Disposition:** An interim or final placement of records and recorded information; the actions taken with regard to records and recorded information to maintain them in a proper place following their appraisal, including the actions of (1) retaining; (2) transferring to a records center for temporary storage; (3) transferring to an archival agency; (4) donation to an eligible repository; and (5) image reproduction or destruction.

E. **Electronic Records:** A category of machine-readable records in which the information is represented by electronic impulses on a magnetic medium, such as magnetic tape, disk, or diskette, and which requires the use of specialized equipment to convert the information to human-readable form.

F. **File Plan:** A file plan contains identifying numbers, titles, or descriptions, disposition authority, and retention periods of all files held in an office or program. The file plan also contains the location of all records, including paper, electronic, and special media and how the records are to be arranged. A file plan allows for consistent filing practices which is critical for an effective and efficient record program.

G. **General Records Schedule:** The NARA General Records Schedule (GRS) contains the retention and disposition requirements for records and information that are common to two or more Federal agencies. The disposition requirements of the GRS, including record retention periods, are mandatory VA-wide unless an exception is obtained from NARA. The GRS does not cover all VA/VHA records. Citations from the GRS will be used in the VHA records control

schedules as the authority for disposition of VHA records whenever applicable.

H. Office of Information Technology (OI&T): The planning, budgeting, organizing, directing, training, and controlling associated with the creation, maintenance and use, and disposition of information as well as with related resources, or assets, such as personnel, equipment, funds, and technology, including data processing, telecommunications and records management.

I. Information System: The aggregate of all records, information, information handling functions, and systematic processes necessary for operating a program; the organized collection, processing, transmission, and dissemination of information in accordance with defined procedures, whether automated or manual.

J. Life Cycle of Records: The management concept that records pass through three stages: creation, maintenance and use, and disposition.

1. Creation: The records life cycle is initiated by the creation, collection, and receipt of records in the form of data or documents; in any medium (i.e. paper, film, disk, or electronic file) and format (i.e. electronic, audiovisual, microfilm, architectural, engineering, or printed) in the course of carrying out administrative, programmatic, and clinical responsibilities and needs of the facility. Records disposition must be part of the architecture of any new record development or updates/corrections or modifications to existing records.

2. Maintenance and Use: Records life cycle continues through the maintenance and use of the record which includes filing, retrieving, use, duplication, printing, dissemination, release, and exchange of the records. The facility will maintain and preserve records necessary to protect the legal and financial rights of the government and of persons directly affected by its activities. Reasonable efforts will be made to maintain records in appropriate format or media for reproduction under the Freedom of Information Act (FOIA). Duplicate records will be prepared only in amounts required for the efficient operations of the medical center or as required by Federal regulations.

3. Disposition: The final stage in the life cycle is disposition, which means records are no longer needed for current facility business. Disposition includes storage, transfer, preservation, and destruction of the records. Disposition of records will be made in a timely manner and in accordance with the VHA Records Control Schedule (RCS) 10-1. Safeguarding measures will be applied to all records through all stages of their lifecycle.

K. Non-record Material: All informational materials which are determined to be disposable by VA without the specific approval of the Archivist of the United States which are not included within the definition of "Record Material." Specifically, this includes informational materials preserved solely for purposes of reference; extra copies of documents preserved only for convenience of reference (reading file and follow-up copies of correspondence, identical copies of documents maintained in the same file, extra copies of printed or processed materials of which official copies have been retained for purposes of record, etc.); stocks of publications and processed documents preserved for supply purposes; drafts, worksheets, and notes that do not represent significant basic steps in the preparation of record copies of documents, that were not

circulated or made available to employees other than the creator, and that do not contain unique information that aids in the understanding of VA business that has not been made part of the official record; letters of transmittal that do not add information to that contained in the transmittal material; shorthand notes, stenotype tapes and similar secretarial materials, such as word processing disks/diskettes from which the informational content has been transcribed or otherwise processed to provide official copies for purposes of record; other material that has been determined to be non-record based on the appraisal procedures.

L. Permanent Records and Information: In United States Government usage, records and information appraised by VA and approved by NARA as having enduring value because they document the organization and functions of the agency that created or received them and/or because they contain significant information on persons, things, problems, and conditions with which VA dealt, and for which there is no plan for destruction.

M. Records: All books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of data in them (44 U.S.C. Chapter 33, Sec. 3301).

N. Records Appraisal: The process of determining the value and, thus, the final disposition of records and information based upon their administrative, financial, and other uses, their evidential, legal, and informational or research value, their arrangement and relationship to other records, and their historic value to VA, other agencies of the Federal Government, or to the general public.

O. Records Control Schedule (RCS) 10-1: RCS 10-1 contains the VHA-specific schedules covering records and record series that are unique to the VHA; it supplements the GRS. RCS 10-1 applies to records maintained in the Veterans Health Administration (VHA) field facilities and Central Office VHA program offices.

P. Records Inventory: The record inventory will include the date prepared, department or program creating the inventory, person conducting the inventory, record location, record series, description of the record, inclusive dates of information in the series, disposition, and type of medium (paper, electronic, audiovisual, etc). Both electronic and non-electronic records should be included in the record inventory.

Q. Records Liaison: Service Chiefs at VA Butler Healthcare are designated Records Liaison Officers and the daily responsibilities within their area of responsibility. The Record Liaisons will work in conjunction with the Records Manager to ensure proper management of records created and maintained by the service line.

R. Records Management: The managerial activities involved with respect to records creation, maintenance and use, and disposition of records to achieve adequate and proper documentation of the policies and transactions of the Federal Government and effective and

economical management of VA operations.

S. Records Manager (Facility): The Chief of Health Information Management is designated responsibility for managing and coordinating a records management program for the facility.

T. Records Officer (VA): The person assigned responsibility by the agency head for overseeing an agency-wide records management program.

U. Records Officer (VHA): Person assigned responsibility for overseeing the VHA records management program.

V. Records Series: File units or documents arranged according to a filing system or kept together because they relate to a particular subject or function, result from the same activity, document a specific kind of transaction, take a particular physical form, or have some other relationship arising out of their creation, receipt, or use, such as restrictions on access and use. The naming system used at the facility for tracking and indexing records at the Records Custodian Level at the facility will consist of a two segment numbering system, comprised of the Service/Section mail stop code and the applicable RCS-10 records classification.

W. Temporary Records: Records approved by NARA for disposal, either immediately or after a specified retention period.

X. Unscheduled Records: Records whose final disposition has not been approved by NARA.

Y. Vital Records: Records essential for maintaining the continuity of facility activities during and following a national or regional emergency.

Z. Shadow Records: Shadow health records are defined as duplicate health records that are kept for the convenience of a department or health care provider.

AA. SharePoint: SharePoint is a tool that allows people to collaborate on current active documents that may be Federal records. SharePoint does not meet DoD Standard 5015-2 and should not be considered an electronic recordkeeping system. Official records must be maintained on the network drive or in accordance with the department's file plan.

#### IV. RESPONSIBILITIES

##### A. The Medical Center Director:

1. Director will designate the Chief of Health Information Management as the Facility Healthcare Record Manager and the Privacy Officer as the Alternate Record Manager.

2. Ensures that the records management program is compliant with agency requirements.

3. Provides the necessary resources (funding and personnel) to support the Records

Management Program.

4. Ensures that all record management requirements mandated by VA policy, VHA policy and other Federal legislation are met.

5. Ensures that Product/Service Line Records Liaison Officer (s) are designated to support the records management program.

B. Executive Management - The Associate Director for Operations in direct line management of the Facility Records Manager is responsible for:

1. Providing the necessary resources (funding and personnel) to support the Record Management Program and ensuring that the facility meets all the record management requirements mandated by VA policy, VHA policy, and other federal legislation.

2. Ensuring the Record Manager is fully involved in all projects concerning the creation, maintenance and use, and disposition of all facility records.

C. Service Chiefs and Site Managers are designated as records Custodians for the facility and are responsible for:

1. Appointing a Record Liaison to support the Records Manager. A list of facility Records Custodians will be maintained by the Facility Records Manager.

2. Ensuring the Record Liaison and Record Manager is fully involved in all projects concerning the creation, maintenance and use, and disposition of all facility records.

3. Ensuring all service/program employees are aware of and abide by this policy.

4. Seeking advice and assistance, as needed, from the Records Manager concerning record management problems or concerns.

5. Ensuring that departing facility employees, volunteers, and contractors do not remove Federal records from VHA custody.

D. Facility Chief Information Officer or designee is responsible for:

1. Establishing, coordinating, and maintaining automated information systems to support the Records Management program in accordance with all applicable VA and VHA regulations.

a. Implementing a program for managing electronic records in accordance with Federal regulations (36 Code of Federal Regulations (CFR) 1234).

b. Implementing a program for managing audiovisual records in accordance with Federal regulations (36 CFR 1232).

c. Implementing a program for managing microform media in accordance with Federal regulations (36 CFR 1230)

2. Ensuring all electronic records are migrated to existing current software to ensure records are readable and usable throughout their life cycle.

3. Coordinating with the Records Manager to provide technical advice and other assistance relative to the record management requirements for implementation of Information Technology (IT) systems and policies and procedures.

E. VA Contracting Officer (COR)/Contracting Officer Technical Representative (COTR) is responsible for:

1. Collaborates with the Records Officer to ensure that records and information created, received, or maintained by contractors are maintained in accordance with all VA and VHA policy and procedure.

2. Ensuring through the COTR that contractors are aware of and abide by record management procedures as stated in the contract with VHA.

3. Ensuring that contract performance meets record management requirements and appropriate actions are taken to terminate the contract if such requirements are not being met as noted in the current Performance Work Statement.

4. Ensures that current records requirements criteria are stated in the Performance Work Statement.

F. Records Manager: The Records Manager will lead and manage the facility record management program. Responsibilities include:

1. Implements and manages the record management program at the appropriate organizational assignment.

2. Implementing policy and procedure for administering the records management program that assures the creation, maintenance and use, and disposition of Federal records in accordance with all applicable statutory and regulatory requirements.

3. Completes, upon appointment and annually thereafter, the current VA Talent Management System (TMS) Records Management Course, or alternative course approved by the VHA Records Officer as required by VHA Directive 6300, Records Management. Note: The current mandatory is "Records Management for Records Officers and Liaisons", TMS Item #3873736

4. In collaboration with Record Liaison Officers, assures completion of the Records Management Facility Self-Assessment on a quarterly basis in accordance with VHA Handbook 1605.03, Privacy Compliance Assurance Program and Privacy Compliance Monitoring.

5. Communicates and collaborates with all entities within scope to ensure that the records management program is carried out in accordance with this policy.

6. Conducts regular internal records management reviews to assist in implementing appropriate records management procedures.

7. Works with the Privacy Officer or, depending on facility designation, the responsible staff member, to ensure compliance with the current annual NARA training requirement for all employees to complete the VA Talent Management System (TMS) course: "VA Privacy and Information Security Awareness and Rules of Behavior" (VA10176).

8. Develops standardized file plans and indexing approaches where appropriate to simplify the use, access, and integration of information within the facility..

9. Systematically reviews and updates file plans and procedures to ensure they are accurate and current on an annual basis at a minimum.

10. Maintains the facility master record inventory.

11. Implements approved records dispositions, to ensure that records are dispositioned as specified in the Federal Records Act.

12. Collaborates with the VHA Records Officer to schedule records when new records are created and when existing records are found to be unscheduled.

13. Coordinates with PO and CIO to plan and implement new or newly discovered electronic or manual information systems and/or data bases to ensure that records or information created and/or generated are properly scheduled and placed in the organization's record control schedule or if necessary, a System of Records is created.

14. Implements a vital record program in accordance with the VA-wide program as described in VA Handbook 6300.2, Management of the Vital Records Program.

15. Ensures the identification and availability of vital records is addressed in the facility Emergency Preparedness Plan (also known as the Continuity of Operations Plan (COOP)).

16. Apprises leadership and managers on matters related to records management activities.

17. Provides technical advice and training to Records Liaisons and facility staff on maintaining an effective records management program.

18. Ensures that employees, including departing employees, do not remove Federal records from VA custody.

19. Reviews facility contracts that create, use, store, and disposition Federal records to ensure compliance with 36 CFR 1220.30(c)(1).

20. Ensures on-site and off-site storage locations for Federal Records meet the requirements of 36 CFR 1234, Subpart B, Facility Standards for Records Storage Facilities.

21. In conjunction with the Privacy Officer and Regional Counsel, implements a process to research, document, and implement Litigation Hold requirements, to ensure records are safeguarded for possible use in litigation.

G. Records Liaisons Officer: As representatives of their Program/Service or Product Lines, the Records Liaisons are responsible to the Records Manager for full implementation of the records management program within their respective program/service and product lines. Responsibilities include:

1. Maintaining an accurate inventory of records created and stored by their program/service.

2. Collaborates with the Records Officer to Identify any records not scheduled for disposition to determine whether an SF-115 needs to be submitted to the VHA Records Officer for scheduling.

3. Complete the VA Form 7468, Request for Disposition of Records, for records no longer needed for VA Butler Healthcare business.

4. Provides annual records management staff training.

5. Conducting internal records reviews to ensure an effective records management program within their scope is maintained on, at a minimum, an annual basis. The review will comprise their department's inventory, file plan, charge-out system, and records to determine the adequacy of the filing system and its effectiveness in providing the records and information in a timely manner. The review will assess issues such as duplication of material, misclassification, misfiles, and check-out process. The findings and corrective action, if required, will be provided to the Records Officer upon completion.

6. Ensuring that all facility employees, volunteers, and contractors, including those departing, do not remove Federal records from VHA custody.

7. Ensure that vital records are maintained in accordance with VA Handbook 6300.2, Management of the Vital Records Program.

8. Ensures records are stored in accordance with 36 CFR 1234, Subpart B, Facility Standards for Records Storage Facilities.

9. Completes, upon appointment and annually thereafter, the current VA Talent Management System (TMS) Records Management Course, or alternative course approved by the VHA Records Officer, as required by VHA Directive 6300, Records Management. Note: The current mandatory is "Records Management for Records Officers and Liaisons", TMS Item #38737336.



H. Employees are responsible for adhering to this policy. Responsibilities include:

1. Creation, maintenance, protection, and disposition (only as authorized) records within their area of responsibility in accordance with Directive 6300, Records Management.
2. Ensure that all records within their scope are listed in the department and/or program inventory and file plan.
3. Prepare eligible records for transfer to NARA approved record storage centers.
4. Ensure records are not removed from the department or facility without approved authorization.
5. Report to the Records Officer or Records Liaison Officer any unlawful destruction or mutilation of records.
6. Certify upon separation from the facility that records under VA custody are not removed.
7. Complete "VA Privacy and Information Security Awareness and Rules of Behavior" (VA10176) in order to fulfill the annual NARA training requirement of 36 CFR 1220.34(f).

## V. PROCEDURES:

### A. Creating Federal Records:

1. The creation of federal records will be limited to records that are essential for facility administrative, legal, or fiscal purposes to include patient care functions. Examples of records include but are not limited to: health records; medical device records; accounting records; dietary records; supply orders and invoices; medical center and program policies, decisions, and procedures; human resource records; contracts, project files, etc.
2. Records should be created in a medium and format that meets the administrative and clinical needs of the facility. However, consideration should be given to the length of time the records will be maintained to ensure that the information will be accessible throughout its expected lifecycle.
3. The records and information collected and created by facility personnel in the conduct of official business belong to the Federal Government and not to the employee(s) who initiated their collection or creation. Records or information collected or created by VA in any form, manual or automated, may not be disposed of (destroyed, erased, loaned, or otherwise removed from VA custody) without NARA authorization. Until a request for disposition is approved by NARA, the records are unclassified and shall be maintained indefinitely.

B. Identifying Federal Records: Federal records are categorized into the distinct types: temporary records, permanent records, unclassified records, and vital records.

1. Temporary records are those records approved for destruction after a specific retention period. Temporary records will not be retained beyond their authorized retention period; nor will they be destroyed or otherwise disposed of prior to the end of their authorized retention period.

2. Permanent records are those records that have been determined to have enduring historical or other value to warrant the continued preservation by the Federal Government. Permanent records will not be destroyed and will be transferred to the National Archives at the time they are no longer needed for administrative, legal, or fiscal purposes.

3. Unscheduled records are those records whose disposition has not yet been established.

4. Vital records are records that are essential to the continued function or reconstruction of an organization during and after an emergency. Vital records are categorized as either Emergency Operating Records (Category A Vital Records) or Legal and Financial Rights Records (Category B Vital Records). Category A Vital Records are defined within VA Handbook 0320, Comprehensive Emergency Management Program and include emergency plans and directives, order of succession, delegation of authority, staffing assignments, records of a policy or procedural nature that provide agency staff with guidance, and information resources necessary for conducting operations during an emergency and for resuming formal operations at its conclusion. Category B Vital Records are defined within VA Handbook 6300.2, Management of the Vital Records Program, and include Construction Contract Records (Basic Files), Construction Contract Records (New Files, Additions, Changes), Patients' and Members' Account (Active or Inactive During the Year), Patient Data Card Listing File (Active), Daily Gains and Losses Sheets File (maintained electronically).

C. Identifying non-Federal records: The two categories of non-Federal records are non-records and personal papers.

1. Non-records are informational documents excluded from the definition of record or not meeting the requirements of that definition. Examples of non-records include, but not limited to extra copies of documents kept only for convenience or reference, routing slips, catalogs, trade journals, stocks of publications, e-mails from list serves, etc. However, in some cases non-records, such as transmittals or routing slips, may acquire record status because they clarify a matter being documented. Similarly, carbons or reproduced copies that duplicate record material in other files may acquire record status if they constitute a collection of material on a single subject or for a particular function, and the original record material is dispersed throughout many files.

2. Personal papers consist of documents that relate only to an individual's personal affairs and do not affect the conduct of government business. Examples of personal papers are diaries, journal or other personal notes that are not created in the process of transacting government business. Personal papers may be disposed of in accordance with the owner's preference. However, personal record information and data created and maintained on VA equipment may be considered VA property. Calendars are not considered personal papers since they document agency business.

3. The Record Custodian will assist staff in identifying departmental records and placing the document or information in the correct record classification (non-record, personal papers, temporary record, permanent record, unscheduled record, or vital record). Distinguishing non-record material from record material requires care and discretion. Any questions concerning if a document is a non-record should be referred to the Records Manager in addition all unscheduled records should be brought to the attention of the Records Manager.

#### D. Maintaining and Using Federal Records:

1. The maintenance and use of the record includes functions such as filing, retrieving, use, duplication, printing, dissemination, release, and exchange of the records. Record filing, indexing and storage systems should be designed and documented to the extent appropriate and necessary to maximize the usefulness of the records and allow for ready retrieval throughout the record's life cycle.

2. Each series of record should have a file plan which promotes ease of access to the information as appropriate. A file plan contains identifying numbers, titles, or descriptions, disposition authority, and retention periods of all files held in an office or program. The file plan also contains the location of all records, including paper, electronic, and special media and how the records are to be arranged. A file plan allows for consistent filing practices which is critical for an effective and efficient record program. The file plan at the facility consists of a two segment control number for each record inventory group. The segments consist of the mail/stop code of the records stored and the RCS-10 classification.

3. The facility will maintain and preserve records necessary to protect the legal and financial rights of the government and of persons directly affected by its activities. The facility will make reasonable efforts to maintain records in formats or media that are reproducible for purposes of FOIA. Duplicate records will be prepared only in amounts required for the efficient operations of the medical center or as required by federal regulations.

4. Each Records Liaison will assist their department and/or program in developing and maintaining a record inventory. The record inventory will include the date prepared, department or program creating the inventory, person conducting the inventory, record location, record series, description of the record, inclusive dates of information in the series, and type of medium (paper, electronic, audiovisual, etc). Both electronic and non-electronic records should be included in the record inventory. Within their department and/or program, each Records Liaison Officer will assist in developing and implementing a standardized procedure for filing, retrieving, charging-out, and re-filing the records.

5. A copy of the record inventory should be provided to the Records Manager for inclusion in the facility's Master Record Inventory. To maintain an accurate Master Record Inventory, the Records Liaisons will forward all updates to the department and/or program record inventory to the Records Manager in a timely manner.

6. In addition to the department and/or program inventory, each Records Liaison will assist their department and/or program in developing and implementing a standardized procedure for filing, retrieving, charging-out, and refilling the records within their inventory.

7. Non-record material and personal papers are not to be interfiled with federal records. Personal papers shall be clearly designated as nonofficial and shall at all times be filed separately from the official records of the office. In cases where matters requiring the transaction of official business are received in private personal correspondence, the portion of such correspondence that pertains to official business shall be extracted and made a part of the official files. When information regarding official business is received via personal correspondence, the relevant portion shall be extracted and made a part of the official records of the office.

8. Permanent records are not to be interfiled with temporary records.

9.. Temporary records will be clearly identified through labeling and indexing, and will not be interfiled with permanent records or with non-record material. Temporary records eligible for disposal will be removed from active files annually for further retention in inactive files areas or destruction, if applicable, and their disposal will be documented.

10. Working files, such as preliminary drafts and rough notes, and other similar materials shall be maintained for purposes of adequate and proper documentation if:

a. They were circulated or made available to employees, other than the creator, for official purposes such as approval, comment, action, recommendation, follow-up, or to communicate with agency staff about agency business.

b. They contain unique information, such as substantive annotations or comments included therein, that adds understanding of the agency's formulation and execution of basic policies, decisions, actions, or responsibilities.

11. Electronic Mail (e-mail) can be a Federal Record. Personal e-mail must be kept separate from official e-mails. E-mail records must be maintained in a recordkeeping system, either printed out and filed, or saved in an electronic records management application.

12. Records or information obtained from other Government agencies will be maintained in accordance with VA and VHA records management policies.

13. Shadow records must be limited or non-existent. The need for shadow records should be documented in the appropriate committee minutes. There should be a process to track the location of all shadow records and a policy to address the privacy, security, and disposition of shadow records.

#### E. Disposition of Federal Records:

1. Record disposition means the records are no longer needed for current facility business. Disposition includes storage, transfer, preservation, and destruction in accordance with RCS 10-1 and the General Records Schedule (GRS). Annually, the Records Liaison Officers will review RCS 10-1 and disposition records that meet the retention timelines.

2. The Record Liaison Officer is required to contact the Records Officer when records are improperly disposed of or damaged, The Records Officer will send a memo to the VHA

Records Officer that includes records description, volume, date of incident, etc. The VHA Records Officer will submit the report to NARA.

3. Non-records should be destroyed after their purpose has been served.
4. Personal papers may be disposed of at any time.
5. Working files may be destroyed when the finalized document is published.

F. Safeguarding of Records:

1. All federal records and information, regardless of format or medium, must be safeguarded in accordance with applicable Federal laws and regulations throughout their lifecycle. Information on Veterans, beneficiaries, employees, and others having dealings with VHA, including proprietary information will be collected only when legally authorized and will be protected from unauthorized disclosure.

2. The laws, regulations, and policies that apply to records and information maintained and used by the facility also apply to records and information maintained and used on behalf of the facility by contractors and those covered by a Business Associate Agreement (BAA) or Memorandum of Understanding (MOU).

3. Federal records will only be removed in accordance with facility policy.

VI. REFERENCES:

44 U.S.C. Chapter 31 and 33 – Federal Records Act of 1950, as amended  
36 C.F.R. Chapter XII, Subchapter B – Electronic Records Management  
M-12-18, Managing Government Records Directive  
OMB Circular A-123 – Management’s Responsibility for Internal Control  
OMB Circular A-130 – Management of Federal Information Resources  
VA Handbook 6300.1, Records Management Procedures  
VA Handbook 6300.2, Management of the Vital Records Program  
VA Handbook 6300.3, Procedures for Implementation of the Freedom of Information Act  
VA Handbook 6300.4, Procedures for Processing Requests for Records Subject to the Privacy Act  
VA Handbook 6300.5, Procedures for Establishing and Managing Privacy Act Systems of Records  
VA Handbook 6300.6, Procedures for Releasing Lists of Veterans and Dependents Names and Addresses  
VA Handbook 6300.7, Procedures for Computer Matching Programs  
VA Handbook 6300.8, Procedures for Shipment of Records to the VA Records Center & Vault in Neosho, Missouri  
VHA Handbook 1605.03, Privacy Compliance Assurance Program and Privacy Compliance Monitoring  
VHA Directive 6300, Records Management  
Records Management Service <http://www.rms.oit.va.gov/Records.asp>

VHA Health Information Management (HIM) Records Management Webpage  
<http://vaww.vhaco.va.gov/him/recordsmanagement.html>

VII. INFORMATION AND ASSISTANCE: Direct questions, comments, suggestions for further information to the Records Officer or Records Liaison Officer (see Attachment A).

VIII. RESCISSIONS: Medical Center Memorandum IM-34, dated March 15, 2013.

A handwritten signature in black ink, appearing to read "John A. Gennaro". The signature is fluid and cursive, with the first name "John" being more prominent than the last name "Gennaro".

JOHN A. GENNARO  
Director

(Automatic Review Date: August 15, 2017)

ATTACHMENT A

Records Manager:Nevada Sue Legacy(724) 477-5066

Alternate Records Manager:David Blackwell(724) 285-2416

Program Line Record Liaisons

Anzelone, Rick	Acquisition	2271
Barber, Faith	Facility Management	2469
Barger, Deb	Logistics	2244
Burd, Jennifer	OI&T	5042
Butler, Robin	Patient Care Services/Admin	5023
Coyle, Seth	Human Resources	4406
Distler, Julie	CBOC's	3225
Dixon, Mike	Behavioral Health/Admin	2485
Fay-Berry, Robert	EMS	5576
Florian, Tim	CBOC's	724-841-8250
Hesidenz, Lorain	Patient Care Services/Therapy-Prost	5047
Kleinfelder, Tamara	Behavioral Health/DOM	5033
Krason, Patricia	Chief of Staff/Pharmacy	5032
Lee, Seong	Business Office - Alternate	4574
Martinez, Sandra	Director's Office	2543
McCarl, Paula	Director's Office/Voluntary	2575/5044
McDonald, Debbie	Patient Care Services/ADHC	2584
McKee, Louella	Director's Office/QSM	2778
Pfeifer, Valerie	Chief of Staff/Clinical	2207
Richel, Lori	Patient Care Services/Therapy-Prost	2459
Rumbaugh, Lois	Patient Care Services/CLC	4417
Sims, Cathy	Business Office	2527
Smith, Ellen	Nutrition & Food	5053
Snyder, Pamela	Business Office - Alternate	2526
Vacant	Chief of Staff/Admin	5003
White, Lisa	Patient Care Services/CLC	2228