

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER <i>NI-15-05-2</i>	
To: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		DATE RECEIVED <i>8/11/05</i>	
1. FROM (Agency or establishment) Department of Veterans Affairs (VA)		NOTIFICATION TO AGENCY  In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION Veterans Health Administration (VHA)			
3. MINOR SUBDIVISION			
4. NAME OF PERSON WITH WHOM TO CONFER Sherwin Lynch (lynsher@mail.va.gov)	5. TELEPHONE 202-273-8312	DATE <i>5/29/06</i>	ARCHIVIST OF THE UNITED STATES <i>Miss Henshaw</i>
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>2</u> page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO manual for Guidance of Federal Agencies,  <input checked="" type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE <i>7/26/05</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>Loise Russell</i>		TITLE Director, Information Management Service
7. Item No.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NAI, US, or ONL)

Patient Representation Program Records

The records, paper as well as electronic, are created by the Patient Representation Program, Veterans Health Administration, Department of Veterans Affairs. The records contain information on patients and family members, VA health care providers, community members, Congressional liaisons, veterans service organizations, attorneys, and other individuals interested in improving the relationship between VHA and the veteran community.

*cc Agency, NWM, NWC, B*

REQUEST FOR RECORDS DISPOSITION AUTHORITY - CONTINUATION

7. ITEM NO.	8. DESCRIPTION OF ITEM (With Inclusive Dates or Retention Periods)	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARS USE ONLY)
	<p>The records consist of complaints, concerns, issues, matters regarding an individual's health care, VA benefits, and encounters with VA facility employees. The records also include compliments, letters of appreciation, and other documents of appreciation. The records are used to conduct an analysis and to issue findings and recommendations. The records are also used to collect information for the VA Quality Improvement Program.</p> <p>The Privacy Act Number is 100VA10NS10.</p> <p>1. Paper Files. Records used to create and update the electronic files. <b>Disposition:</b> Temporary. Destroy after seven years old.</p> <p>2. Electronic Files. Electronic records used to update the master file. <b>Disposition:</b> Temporary. Delete after the information has been entered into the master file.</p> <p>3. Master Files. Records and information extracted from the electronic files. <b>Disposition:</b> Temporary. Destroy when files are updated or superseded. Longer retention is authorized if the files are needed for business purposes.</p> <p>4. Back-up Files. Electronic copies of electronic files and master files. <b>Disposition:</b> Temporary. Destroy after two additional backup cycles have been completed. Longer retention is authorized if the files are needed for business purposes.</p> <p>5. Reports. Hardcopy reports generated from electronic files and master files. <b>Disposition:</b> Temporary. Destroy after two years old. Earlier disposal is authorized if the reports are no longer needed for business purposes.</p> <p>6. Documentation. Records used to operate and maintain electronic files and software. <b>Disposition:</b> Temporary. Destroy when superseded or obsolete.</p>		

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7.	<p>Electronic copies of mail and word processing applications:</p> <p>7a. Copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives that are used only to produce the recordkeeping copy.</p> <p><b>Disposition:</b> Temporary: Destroy or delete within 180 days after the recordkeeping copy has been produced.</p> <p>7b. Copies used for dissemination, revision or updating.</p> <p><b>Disposition:</b> Temporary: Destroy or delete when dissemination, revision, or updating is completed.</p>		