

PRIVACY IMPACT ASSESSMENT (PIA)

PRESCRIBING AUTHORITY: DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:

Enterprise Patient Queuing and Notification System (ePQNS)

2. DOD COMPONENT NAME:

Defense Health Agency

3. PIA APPROVAL DATE:

12/18/23

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: (Check one. Note: Federal contractors, military family members, and foreign nationals are included in general public.)

- | | |
|---|--|
| ☐ From members of the general public | ☐ From Federal employees |
| ☒ from both members of the general public and Federal employees | ☐ Not Collected (if checked proceed to Section 4) |

b. The PII is in a: (Check one.)

- | | |
|--|---|
| ☐ New DoD Information System | ☐ New Electronic Collection |
| ☒ Existing DoD Information System | ☐ Existing Electronic Collection |
| ☐ Significantly Modified DoD Information System | |

c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.

The Enterprise Patient Queuing Notification System (ePQNS) automates patient check-in during visits to Military Treatment Facilities (MTFs) and clinics. Patients use ePQNS to self check-in for appointments and to get prescriptions. After checking-in, patients receive information on overhead TV monitors on where they are in the service line, what wait time to expect and what options might be available to reduce their wait time. Patients can check-in using their mobile phone to get prescriptions using Q-Anywhere, by using a posted QR code or texting "get in line" for the pharmacy number. When arriving at a clinic, patients sign-in at a kiosk that prints out a ticket for their appointment or type of service required. The ticket number identifies a beneficiary category and the patient's place in line within that category. The staff is notified that the patient has arrived and can quickly and accurately place them in their appropriate place in the queue. ePQNS provides real-time information to leadership to manage assets as wait-times increase or as the situation dictates. ePQNS allows MTFs to determine inefficiencies, identify best practices, and optimize clinic resources to improve each patient's overall experience and reduce wait times.

The ePQNS project team provides management oversight, compliance, and cybersecurity support to Service owned queuing assets fielded across the Military Healthcare System. ePQNS is regionally hosted with Military Health Care System Application Access Gateway servers located at Fort Gordon, Fort Carson, Tripler and Landstuhl, running a commercial off the shelf (COTS) product, Q-Flow (Vendor: ACF (not an acronym). ePQNS aligns with the DOD Mission by helping to move patients effectively and efficiently to treatment in MTFs. Q-Flow users include an MTF super user, who can see and set up ePQNS access and work flow in an MTF, access reports on patient wait time and authorize users in each clinic who can see the list of patients and route them using Q-Flow.

Individuals using ePQNS consist of DoD medical beneficiaries to include active duty and/or their dependents, retirees and/or their dependents, reservists, national guard personnel.

ePQNS collects the following personally identifiable information (PII) information: contact information, medical info, and demographic info. The PII data is not shared with any other system or organization. ePQNS will track patient visits to MTFs by using PII to track and trace stops at various points of care for a patient at a MTF to identify traffic flow patterns to help staff better manage patient flow. PII is taken from a MHS GENESIS extract to ID the patient and to ID when their appointment is scheduled.

ePQNS is managed by the Defense Health Agency, Solution Delivery, Health Services Support Project Management Office.

d. Why is the PII collected and/or what is the intended use of the PII? (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

The PII is collected to verify and identify the patients whom ePQNS routes through MTFs for check-in and tracking. The PII intended use is to identify and verify patients who choose to use ePQNS at MTFs or using Q-Anywhere.

e. Do individuals have the opportunity to object to the collection of their PII?

☐ Yes ☒ No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

Demographic data in ePQNS is taken directly from a MHS GENESIS data extract without requesting the data from patients directly, patients therefore do not have an opportunity to object to the collection of their PII.

f. Do individuals have the opportunity to consent to the specific uses of their PII?

☐ Yes ☒ No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

Demographic data in ePQNS is taken directly from a MHS GENESIS data extract without requesting the data from patients directly, patients therefore do not have an opportunity to consent to the use of their PII.

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

☐ Privacy Act Statement ☐ Privacy Advisory ☒ Not Applicable

ePQNS does not collect any PII from individuals. Therefore, no Privacy Act Statement or Advisory is necessary.

h. With whom will the PII be shared through data/system exchange, both within your DoD Component and outside your Component?

(Check all that apply)

- ☒ Within the DoD Component Specify. Data is shared with medical operations staff at DHA MTFs and clinics.
- ☐ Other DoD Components (i.e. Army, Navy, Air Force) Specify.
- ☐ Other Federal Agencies (i.e. Veteran's Affairs, Energy, State) Specify.
- ☐ State and Local Agencies Specify.
- ☐ Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.) Specify.
- ☐ Other (e.g., commercial providers, colleges). Specify.

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

- ☐ Individuals ☐ Databases
- ☒ Existing DoD Information Systems ☐ Commercial Systems
- ☐ Other Federal Information Systems

Existing DoD Information Systems: MHS GENESIS

j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)

- ☐ E-mail ☐ Official Form (Enter Form Number(s) in the box below)
- ☐ In-Person Contact ☐ Paper
- ☐ Fax ☐ Telephone Interview
- ☒ Information Sharing - System to System ☐ Website/E-Form
- ☐ Other (If Other, enter the information in the box below)

k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

☐ Yes ☒ No

If "Yes," enter SORN System Identifier

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.defense.gov/Privacy/SORNS/>
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

ePQNS does not retrieve records by unique identifier. Therefore, no SORN is necessary.

I. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority. GRS 5.2, item 020 (DAA-GRS-2017-0003-0002)

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

FILE NUMBER: 103-14

DISPOSITION: Temporary. Delete no more than 7 years from the date last modified. (See DoD DTM 22-001 on default disposition policies and OSD Records Manager guidance which file number to associate).

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.

(2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII.
(If multiple authorities are cited, provide all that apply).

(a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.

5 U.S.C. 301, Department Regulation; 10 U.S.C., Chapter 55; Pub.L. 104-91, Health Insurance Portability and Accountability Act of 1996; DoDM 6025.18 Implementation of the Health Insurance Portability And Accountability Act (HIPAA) Privacy Rule In DoD Health Care Programs; 10 U.S.C. 1071-1085, Medical and Dental Care; 42 U.S.C. Chapter 117, Sections 11131-11152, Reporting of Information; 10 U.S.C. 1097a and 1097b, TRICARE Prime and TRICARE Program; 10 U.S.C. 1079, Contracts for Medical Care for Spouses and Children; 10 U.S.C. 1079a, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); 10 U.S.C. 1086, Contracts for Health Benefits for Certain Members, Former Members, and Their Dependents; DoD Instruction 6015.23, Delivery of Healthcare at Military Treatment Facilities (MTFs); DoD 6010.8-R, CHAMPUS; 10 U.S.C. 1095, Collection from Third Party Payers Act; and E.O. 9397 (SSN).

n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

☐ Yes ☒ No ☐ Pending

(1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.

(2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."

(3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

All data in ePQNS comes from an existing DoD Information System - MHS GENESIS - and therefore no data is directly collected from members of the public.