

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:

Mobile Health Care Environment-Research (MHCE-R) System

2. DOD COMPONENT NAME:

Defense Health Agency

3. PIA APPROVAL DATE:

05/03/24

Medical Research & Development Command

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 Mobile Healthcare Environment-Research (MHCE-R) system supports the Army Medical Command and Defense Health Initiatives providing mobile health outreach pilots, and proof-of-concept research and development through formal research studies. MHCE-R provides mobile health outreach best practices and lessons learned for future consideration outside of formal research studies. MHCE-R is a bi-directional mobile health system that allows test patients to directly communicate with their research protocol healthcare team through their personal cell phone. The secure mobile application allows the test patient to respond to the research protocol team members about issues specific to their unique health status. This system is intended to determine usability and feasibility of providing access to healthcare using a personal mobile phone.

The Personally Identifiable Information (PII) collected includes applicant's demographics, employment information, and education information. The categories of individuals with records in the MHCE-R system are DoD health care beneficiaries to include military, military retirees and their family members, and other individuals eligible for health care in DoD military treatment facilities/activities.

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 collected PII is used for mission-related purposes to support the analysis of future health care services delivery; for the verification, identification and authentication of the individual using the MHCE-R system and to match the individuals with their respective records.

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.

Individuals have an opportunity to object to the collection of their PII when they volunteer to participate in this project. Individuals who object to the collection of their PII are not enrolled on the MHCE- R system.

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.

Individuals have an opportunity to consent to the specific uses of their PII when they volunteer to participate in this project.

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

AUTHORITY: 10 USC 136, Under Secretary of Defense for Personnel and Readiness; 10 USC 1071 Notes, Annual Beneficiary Survey; 10 USC Chapter 55, Medical and Dental Care; 42 USC Chapter 117, Encouraging Good Faith Professional Review Activities; DoDI 6025.13, Medical Quality Assurance (MQA) in the Military Health System (MHS).

PURPOSE: To maintain current information relating to your ability to receive and send secure messages about your healthcare needs through your personal cell phone and for the purpose of improving the quality of DoD health care and the health status, welfare, and well-being of the DoD beneficiary population.

To collect, assemble, interpret, analyze, report and publish survey and study findings and results for the purpose of improving the quality of DoD health care and the health status, welfare, and well-being of the DoD beneficiary population. Uses of identifiable data include primary analysis; secondary analysis; non-response analysis; and cross-mapping analysis. Results will only be reported in the aggregate.

ROUTINE USES: The information is accessible to DHA healthcare personnel assigned oversight duties for your healthcare, MHCE Research System data managers who maintain the operations for secure messaging, and system analysts who produce summary descriptive statistics and analytical studies on the performance of the MHCE Research System.

Your information will not be sold or transferred to any other commercial or government agency. PII is retained until no longer required to conduct research.

DISCLOSURE: Voluntary. If you do not furnish the requested information, you will not be enrolled in the MHCE Research System.

APPLICABLE SORN: EDHA 08 - DHA Survey and Study Data Base (July 28, 2014, 79 FR 43727)
<https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570673/edha-08/>

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)

- | | | |
|---|----------|--|
| <input checked="" type="checkbox"/> Within the DoD Component | Specify. | <input type="text" value="DHA and TATRC"/> |
| <input type="checkbox"/> Other DoD Components (i.e. Army, Navy, Air Force) | Specify. | <input type="text"/> |
| <input type="checkbox"/> Other Federal Agencies (i.e. Veteran's Affairs, Energy, State) | Specify. | <input type="text"/> |
| <input type="checkbox"/> State and Local Agencies | Specify. | <input type="text"/> |
| <input checked="" type="checkbox"/> 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. | <input type="text" value="DLH Corporation in support of TATRC Support Services Contract requires compliance with 52.224-3 Privacy Training for privileged users. Clause 6.3.3 requires administrative, technical and physical safeguards for government data collected under the scope of the contract."/> |
| <input type="checkbox"/> Other (e.g., commercial providers, colleges). | Specify. | <input type="text"/> |

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Individuals | <input type="checkbox"/> Databases |
| <input checked="" type="checkbox"/> Existing DoD Information Systems | <input type="checkbox"/> Commercial Systems |
| <input type="checkbox"/> Other Federal Information Systems | |

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> E-mail | <input checked="" type="checkbox"/> Official Form (Enter Form Number(s) in the box below) |
| <input checked="" type="checkbox"/> In-Person Contact | <input checked="" type="checkbox"/> Paper |
| <input type="checkbox"/> Fax | <input checked="" type="checkbox"/> Telephone Interview |
| <input checked="" type="checkbox"/> Information Sharing - System to System | <input type="checkbox"/> Website/E-Form |
| <input checked="" type="checkbox"/> Other (If Other, enter the information in the box below) | |

Official Form: DA Form 4700 - Medical Record Consent Form - Authorization to Receive or Record Telehealth Services

Website/E-Form: MHCE-R website at <https://mcare.tatrc.org>

Other: PII is populated in MHCE-R system through an electronic interface with the MHCE-R website

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.

l. 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.

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

(3) Retention Instructions.

As applicable, records are maintained in accordance with the following records disposition schedules:

FILE NUMBER: 905-02;

FILE TITLE: Quality Assurance Studies and Analyses of Healthcare Quality Standards

FILE DESCRIPTION: Files pertaining to the quality assurance analysis of DoD, other federal agency, State and local, and other healthcare standards including studies and analyses that result in issuance of new standards.

DISPOSITION: Permanent. Cut off upon completion of standard. Transfer to NARA 25 years after cutoff.

AUTHORITY: NC1-330-77-005, item 905-02a and 905-02c

FILE NUMBER: 905-03;

FILE TITLE: Ad Hoc Quality Assurance Studies and Analyses of Healthcare Quality

FILE DESCRIPTION: Studies and evaluations on a "when required" basis, not resulting in issuance of new standards.

DISPOSITION: Temporary. Cut off upon completion of study. Destroy 5 years after cutoff.

AUTHORITY: NC1-330-77-005, item 905-02b

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.

10 USC 3013, Secretary of the Army; 10 USC 1071-1085, Medical and Dental Care; 50 USC Supplement IV, Appendix 454, as amended, Persons liable for training and service; 42 USC Chapter 117, Sections 11131-11152, Reporting of Information; 10 USC 1097a and 1097b TRICARE Prime and TRICARE Program; 10 USC 1079, Contracts for Medical Care for Spouses and Children; 10 USC 1079a, CHAMPUS; 10 USC 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 Directive 6040.37, Confidentiality of Medical Quality Assurance (QA)

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.

The collected PII is used for medical research purposes to support the analysis of future health care services delivery.