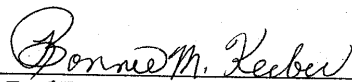


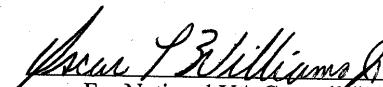
MEMORANDUM OF UNDERSTANDING

The following constitutes an Agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, AFL-CIO, National Veterans Affairs Council #53 (NVAC) concerning VHA Handbook entitled "VHA Patient Advocacy Program".

1. The national parties agreed to the following changes to VHA Handbook "Patient Advocacy Program":
 - Delete 2. Definitions paragraph k. "Privacy Violation Tracking System (PVTS): The PVTS serves as a central repository of privacy related complaints and violations. The PVTS provides a Department-wide log of privacy-complaints registered by VA personnel, and veterans, their dependents, and beneficiaries under applicable Federal privacy laws and regulations. The complaints are addressed by VA Privacy Officers (PO) in compliance with applicable Federal privacy laws and regulations. Privacy complaints are to be referred to the local Privacy Office and entered according to VA Handbook 6502.1, Privacy Violation Tracking System."
 - Under 4. Responsibilities g. All Staff, was changed to read "g. Staff: (1). Within the scope of their position, employees proactively solicit veteran feedback."
 - Add new paragraph 9 to read: "9. Collective Bargaining: This handbook must be interpreted in accordance with collective bargaining agreements."
2. The appropriate management official shall provide a copy of this MOU to the Local Union President upon their receipt.


For VHA in the Department

5/23/05
Date


For National VA Council #53

5/19/05
Date