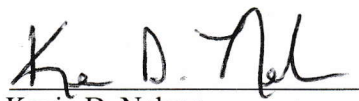


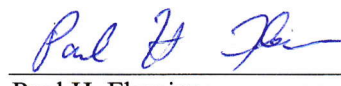
## MEMORANDUM OF UNDERSTANDING

### Pension Management Centers (PMC) Utilization of Automated Private Medical Records (PMR) Program

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding Pension Management Centers (PMC) Utilization of Automated Private Medical Records (PMR) Program.

1. The Private Medical Records Retrieval (PMR) Program Management Office (PMO) agrees to provide the End Product Control (EPC) Report for late flowing documents to the AFGE/NVAC Mid-term Bargaining Committee and Local Union President upon request.
2. Management will ensure that bargaining unit employees are given the opportunity to be a super user for this process change.
3. If chosen to be a super user, bargaining unit employees will receive all reasonable excluded time associated with training, reports, or any issues arising from their involvement as a super user.
4. Upon request, management will provide the AFGE/NVAC Mid-Term Bargaining Committee with a briefing regarding PMC PMR contracts that may impact bargaining unit employees.
5. Management agrees to provide any reports concerning the PMR contractor to the AFGE/NVAC Mid-Term Bargaining Committee and Local Presidents within 1 month of completion. The Private Medical Records Retrieval (PMR) Program performance reports will be available through the program's Intranet page located at <https://vbaw.va.gov/bl/21/systems/pmr.htm>. If the website for the PMR contractor reports changes, management will inform the AFGE/NVAC Midterm Bargaining Committee and Local Presidents.
6. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
7. Local bargaining may take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
8. After implementation, if either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues, the parties will implement the negotiating process.
9. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

  
Kevin D. Nelson  
For the Agency

  
Paul H. Fleming  
For AFGE/NVAC

05/09/18  
Date