



Office of the Chief
Records Officer for the
U.S. Government

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June 5, 2023

Kim Tart
Department of Veterans Affairs
810 Vermont Ave, NW
Enterprise Records Service (005R1B)
Washington, DC 20420

Dear Kim Tart,

The National Archives and Records Administration (NARA) acknowledges receipt of the Department of Veterans Affairs' (VA) report regarding the loss of over 3.5 million radiology and clinical images associated with patient files.

According to the report, the records were lost due to failure of the electronic media that the records were stored on. The media platters were damaged due to excessive demand. We understand that efforts were made to retrieve or reconstruct the records but were unsuccessful. We further understand that to prevent future loss of records procedures are being developed to address a number of lessons learned to include creating platter copies, developing optical platter standardized naming conventions, and creating optical platter inventory lists.

Based on this information, NARA is satisfied with the actions VA has taken and considers this matter closed. If you have any questions regarding this matter, please contact me at laurence.brewer@nara.gov.

Sincerely,

LAURENCE BREWER
Chief Records Officer
for the U.S. Government