



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

***Sent Via Email. No Hard Copy to Follow.***

December 8, 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 on the loss of one individual medical record at the VA San Diego Healthcare System, San Diego, CA.

According to the report, the records were lost in shipment from the agency record center to the office responsible for Releases of Information (ROI). We understand that efforts were made to retrieve the records, but were unsuccessful. We further understand that to prevent future loss of records, VA has revised its procedures to authorize only agency records managers to open and verify shipments of records from the agency and NARA records centers.

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](mailto:laurence.brewer@nara.gov).

Sincerely,

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