

VA has **9.21 million** total patients enrolled in VA health care



## AVERAGE WAIT TIMES\*

### NEW PATIENT



### ESTABLISHED PATIENT

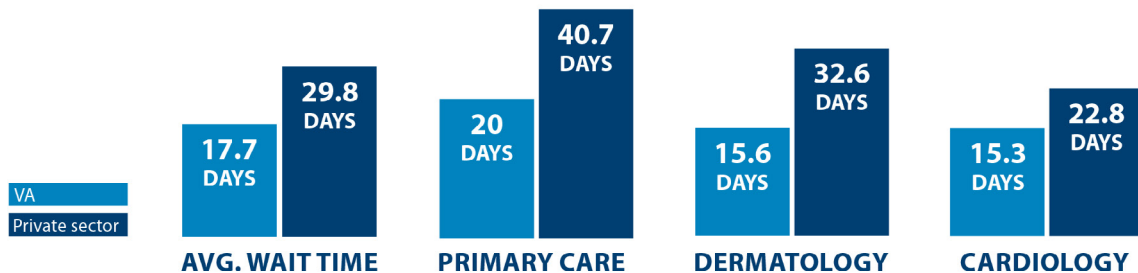


\*Data is as of February 17, 2021. Includes face to face and virtual appointments, and reflects a shift to increased virtual care during COVID-19



More than **90% of Veterans** recommend VA health care to another Veteran<sup>1</sup>

Recent studies show VA has shorter wait times than the private sector<sup>2</sup>



To keep Veterans safe, during the pandemic VA reduced face to face care by almost 40%, while **increasing telehealth by over 1700%**



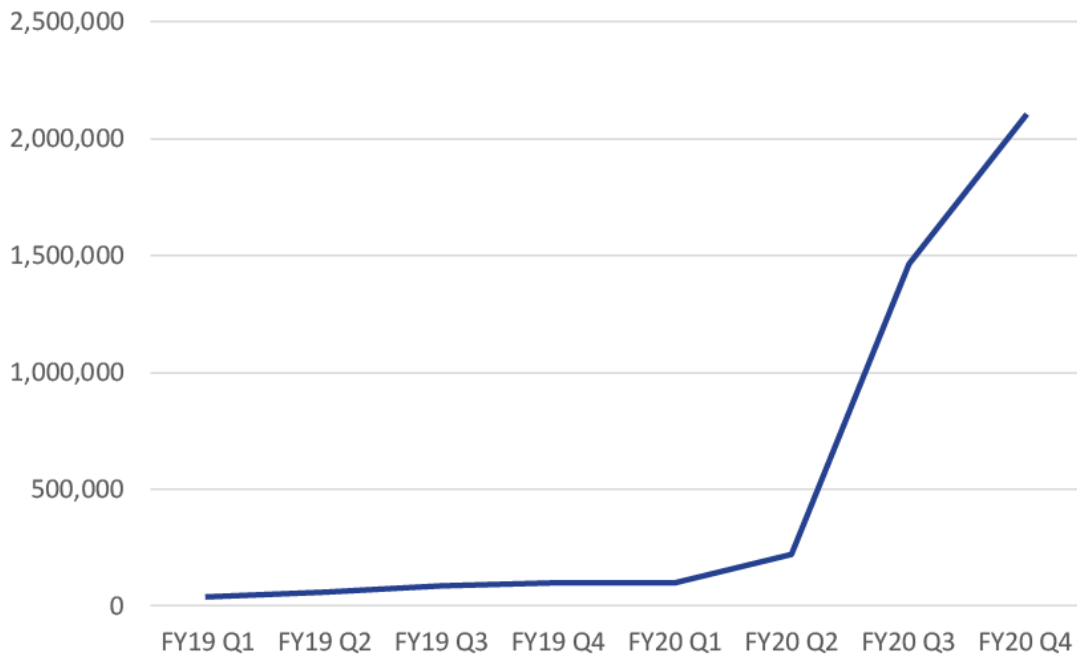
**210,618** weekly video to home appointments

(2/7/2021 to 2/13/2021)



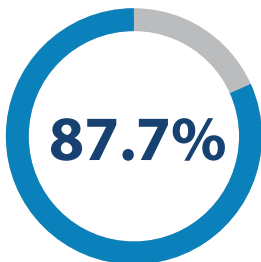
**1,786%** increase in the number of weekly telehealth visits to a Veteran's home or other place of choice since March 1 (2/7/2021 to 2/13/2021)

## Total Completed Telehealth Visits

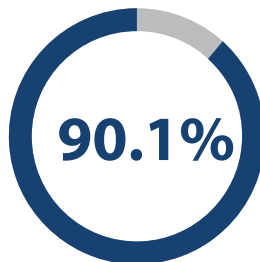


In FY 20, VA completed clinically urgent referrals to a specialist in **1.7 days**, under the 2 day target time frame

VHA-wide trust scores indicate high patient trust in outpatient services



FY 19

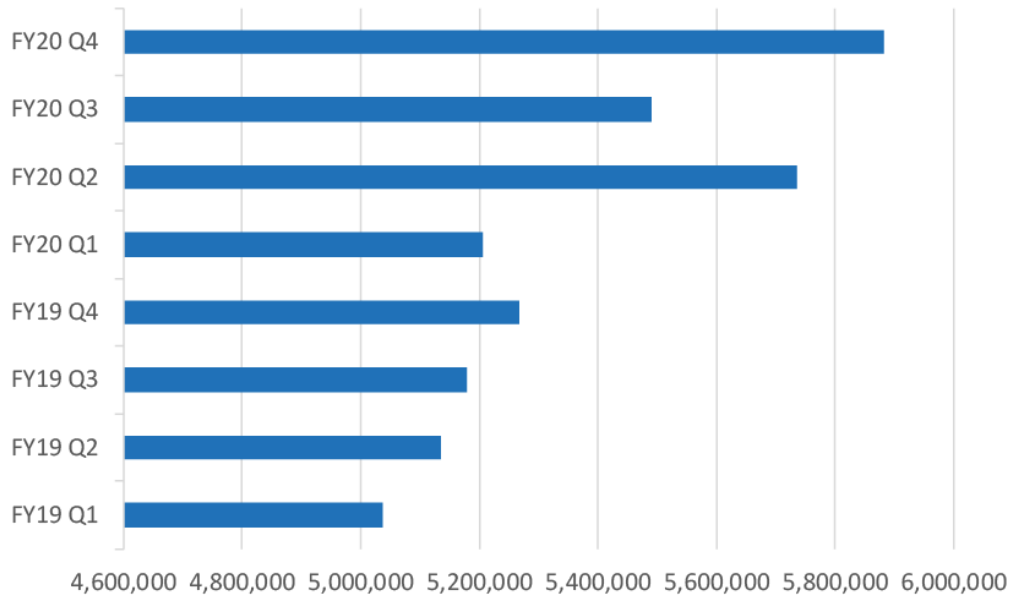


FY 21  
(6/30/2021)

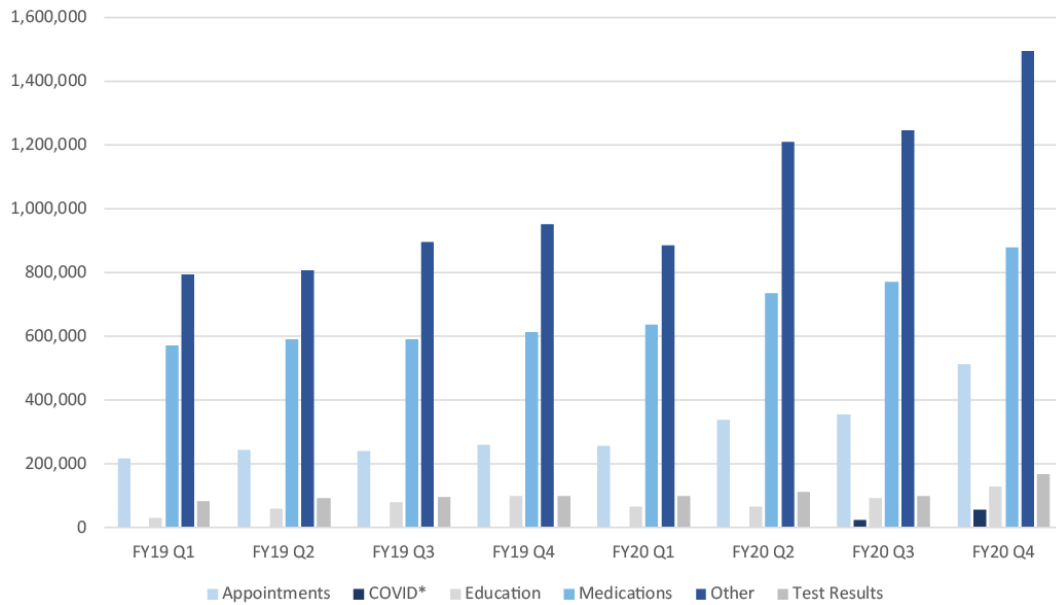
# 12 MILLION

Same-day appointments in Primary Care, Specialty Care and Mental Health each year, which accounts for **20% of total completed face to face appointments**

## Successful Prescription Refill Requests in MyHealthVet



## Secure Messaging Categories



VA Emergency Department and Urgent Care completed **2.5 million appointments** annually

1 <https://vfworg-cdn.azureedge.net/-/media/VFWSite/Files/Advocacy/VFW-Our-Care-2019.pdf?la=en&v=1&d=20190927T135726Z>

2 <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2720917>