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

**AVerage Wait Times**

<table>
<thead>
<tr>
<th>New Patient</th>
<th>Established Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Care</strong></td>
<td><strong>Primary Care</strong></td>
</tr>
<tr>
<td>15.3 days</td>
<td>4.5 days</td>
</tr>
<tr>
<td><strong>Mental Health</strong></td>
<td><strong>Mental Health</strong></td>
</tr>
<tr>
<td>10.3 days</td>
<td>3.3 days</td>
</tr>
<tr>
<td><strong>Specialty Care</strong></td>
<td><strong>Specialty Care</strong></td>
</tr>
<tr>
<td>20.4 days</td>
<td>11.7 days</td>
</tr>
</tbody>
</table>

*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

**Recent studies show VA has shorter wait times than the private sector**

![Wait Time Graph]

**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**: 87.7%
- **FY 20** (6/30/2021): 90.1%

**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 My HealtheVet

Secure Messaging Categories

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

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

(Updated as of 1/22/2021)