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(V01) (402) Togus, ME	47,698	47,034	99%	664	1%	141	6	46,017	-	1,017	-	339	-	171	-
(V01) (405) White River Junction, VT	29,415	28,883	98%	532	2%	116	2	27,952	2	931	-	245	-	120	-
(V01) (518) Bedford, MA	8,472	8,141	96%	331	4%	633	142	7,412	4	729	3	256	6	51	3
(V01) (523) VA Boston HCS, MA	96,474	95,085	99%	1,389	1%	182	384	91,889	67	3,196	34	932	51	231	42
(V01) (608) Manchester, NH	20,514	20,012	98%	502	2%	98	118	19,264	26	748	-	361	-	126	1
(V01) (631) VA Central Western Massachusetts HCS	27,850	25,253	91%	2,597	9%	57	41	23,548	10	1,705	13	1,223	11	737	4
(V01) (650) Providence, RI	35,830	34,912	97%	918	3%	160	229	33,570	202	1,342	14	643	1	162	-
(V01) (689) VA Connecticut HCS, CT	49,129	48,131	98%	998	2%	374	59	46,011	30	2,120	2	677	1	166	4
(V02) (528) Albany, NY	34,640	33,599	97%	1,041	3%	675	3	32,778	3	821	-	374	-	352	-
(V02) (528) Bath, NY	14,542	13,776	95%	766	5%	17	18	13,546	18	230	-	405	-	275	-
(V02) (528) Canandaigua, NY	20,087	19,697	98%	390	2%	52	6	18,970	5	727	-	268	-	94	1
(V02) (528) Syracuse, NY	50,508	48,027	95%	2,481	5%	554	60	46,165	17	1,862	19	1,250	19	570	3
(V02) (528) Western New York, NY	46,359	44,882	97%	1,477	3%	1,064	1	43,331	1	1,551	-	1,137	-	225	-
(V03) (526) Bronx, NY	21,288	21,023	99%	265	1%	205	25	20,261	6	762	4	217	2	40	-
(V03) (561) New Jersey HCS, NJ	46,023	44,784	97%	1,239	3%	402	67	42,896	16	1,888	7	879	7	234	2
(V03) (620) VA Hudson Valley HCS, NY	21,772	21,480	99%	292	1%	50	9	20,478	9	1,002	-	268	-	18	-
(V03) (630) New York Harbor HCS, NY	50,515	49,984	99%	531	1%	176	2	49,082	2	902	-	484	-	29	-
(V03) (632) Northport, NY	39,286	38,524	98%	762	2%	129	354	37,169	106	1,355	248	596	-	97	-
(V04) (460) Wilmington, DE	25,101	24,327	97%	774	3%	175	41	23,605	12	722	2	668	2	82	2
(V04) (503) Altoona, PA	30,647	30,368	99%	279	1%	151	54	29,878	43	490	11	177	-	77	-
(V04) (529) Butler, PA	24,568	24,523	100%	45	0%	41	17	24,426	17	97	-	27	-	8	-
(V04) (540) Clarksburg, WV	19,958	19,536	98%	422	2%	19	-	19,298	-	238	-	238	-	105	-
(V04) (542) Coatesville, PA	8,626	8,567	99%	59	1%	101	-	8,373	-	194	-	34	-	12	-
(V04) (562) Erie, PA	12,739	12,623	99%	116	1%	43	-	12,497	-	126	-	76	-	21	-
(V04) (595) Lebanon, PA	43,770	43,014	98%	756	2%	160	1	42,406	1	608	-	443	-	219	-
(V04) (642) Philadelphia, PA	63,911	60,257	94%	3,654	6%	328	426	56,234	115	4,023	94	1,334	97	1,141	41
(V04) (646) Pittsburgh, PA	70,322	68,800	98%	1,522	2%	491	3	67,433	3	1,367	-	824	-	443	-
(V04) (693) Wilkes-Barre, PA	27,483	27,259	99%	224	1%	162	-	26,827	-	432	-	183	-	39	-
(V05) (512) Baltimore HCS, MD	53,895	51,651	96%	2,244	4%	956	350	48,944	103	2,707	30	1,412	60	494	52
(V05) (613) Martinsburg, WV	40,486	39,002	96%	1,484	4%	60	44	37,343	21	1,659	2	885	6	419	4
(V05) (688) Washington, DC	41,723	40,183	96%	1,540	4%	863	569	36,928	367	3,255	198	1,345	1	166	-
(V06) (517) Beckley, WV	16,523	16,022	97%	501	3%	29	79	15,263	6	759	13	390	17	68	17
(V06) (558) Durham, NC	60,038	57,257	95%	2,781	5%	376	303	55,052	275	2,205	7	1,548	7	788	8
(V06) (565) Fayetteville, NC	47,447	39,261	83%	8,186	17%	2,144	830	35,468	82	3,793	87	3,816	205	3,586	100
(V06) (590) Hampton, VA	25,102	24,093	96%	1,009	4%	502	3	23,331	1	762	-	697	2	212	-
(V06) (637) Asheville, NC	36,825	35,901	97%	924	3%	131	-	34,264	-	1,637	-	674	-	177	-
(V06) (652) Richmond, VA	66,412	63,693	96%	2,719	4%	975	59	60,415	51	3,278	2	1,657	3	717	3
(V06) (658) Salem, VA	43,323	41,838	97%	1,485	3%	89	6	40,316	6	1,522	-	844	-	382	-

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(V06) (659) Salisbury, NC	85,082	81,671	96%	3,411	4%	678	139	79,033	22	2,638	11	1,818	34	962	11
(V07) (508) Atlanta, GA	115,041	109,475	95%	5,566	5%	7,152	180	104,650	95	4,825	34	2,296	51	1,020	-
(V07) (509) Augusta, GA	39,116	38,313	98%	803	2%	134	3	36,339	3	1,974	-	531	-	120	-
(V07) (521) Birmingham, AL	55,511	54,891	99%	620	1%	298	3	53,924	1	967	1	345	-	159	-
(V07) (534) Charleston, SC	45,669	44,195	97%	1,474	3%	1,152	1	43,235	1	960	-	1,174	-	191	-
(V07) (544) Columbia, SC	78,730	71,139	90%	7,591	10%	2,606	197	67,035	24	4,104	13	3,953	6	2,703	1
(V07) (557) Dublin, GA	22,900	21,555	94%	1,345	6%	366	4	20,218	-	1,337	1	1,064	1	179	2
(V07) (619) Central Alabama Veterans HCS, AL	31,863	29,021	91%	2,842	9%	154	319	27,362	101	1,659	37	1,456	132	674	32
(V07) (679) Tuscaloosa, AL	7,055	6,951	99%	104	1%	49	37	6,823	-	128	3	96	-	7	-
(V08) (516) Bay Pines, FL	116,530	112,867	97%	3,663	3%	1,193	712	108,755	323	4,112	189	2,193	46	846	33
(V08) (546) Miami, FL	59,333	56,600	95%	2,733	5%	265	1,159	54,150	710	2,450	33	1,874	118	576	123
(V08) (548) West Palm Beach, FL	67,885	67,171	99%	714	1%	426	28	66,244	5	927	4	447	7	164	12
(V08) (573) Gainesville, FL	159,261	146,646	92%	12,615	8%	3,051	4,006	138,670	638	7,976	735	6,679	1,007	3,935	378
(V08) (672) San Juan, PR	125,074	122,988	98%	2,086	2%	55	87	121,070	52	1,918	9	1,571	6	212	12
(V08) (673) Tampa, FL	98,247	92,931	95%	5,316	5%	238	565	89,937	222	2,994	51	2,708	52	1,568	38
(V08) (675) Orlando, FL	104,054	100,772	97%	3,282	3%	45	2,115	98,329	684	2,443	529	1,907	339	951	175
(V09) (581) Huntington, WV	23,995	22,753	95%	1,242	5%	56	47	22,116	16	637	17	869	10	276	4
(V09) (596) Lexington, KY	33,006	32,167	97%	839	3%	98	734	28,736	257	3,431	203	551	95	198	27
(V09) (603) Louisville, KY	46,920	45,814	98%	1,106	2%	176	595	44,054	397	1,760	36	625	38	271	17
(V09) (614) Memphis, TN	48,998	47,301	97%	1,697	3%	272	308	45,801	188	1,500	-	1,094	2	507	1
(V09) (621) Mountain Home, TN	68,796	66,310	96%	2,486	4%	111	1,128	64,669	477	1,641	95	929	95	560	65
(V09) (626) Middle Tennessee HCS, TN	123,630	120,844	98%	2,786	2%	469	4,530	118,764	519	2,080	575	1,348	649	862	1,167
(V10) (538) Chillicothe, OH	16,950	16,528	98%	422	2%	13	98	15,869	28	659	10	331	23	46	4
(V10) (539) Cincinnati, OH	42,274	41,246	98%	1,028	2%	66	19	40,280	14	966	1	674	3	261	-
(V10) (541) Cleveland, OH	69,916	68,801	98%	1,115	2%	252	34	66,855	3	1,946	2	969	1	107	2
(V10) (552) Dayton, OH	25,834	25,200	98%	634	2%	72	14	23,893	14	1,307	-	437	-	173	-
(V10) (757) Columbus, OH	36,760	34,549	94%	2,211	6%	114	26	32,363	25	2,186	-	1,713	-	299	1
(V11) (506) Ann Arbor, MI	50,019	47,443	95%	2,576	5%	1,161	440	46,092	124	1,351	126	1,093	27	1,151	47
(V11) (515) Battle Creek, MI	22,509	21,521	96%	988	4%	138	49	20,601	7	920	6	833	20	148	14
(V11) (550) Danville, IL	19,150	18,951	99%	199	1%	122	19	18,648	17	303	1	151	-	16	-
(V11) (553) Detroit, MI	42,502	41,840	98%	662	2%	232	930	41,156	563	684	52	462	104	89	60
(V11) (583) Indianapolis, IN	55,441	51,981	94%	3,460	6%	173	253	49,735	132	2,246	37	2,237	26	1,051	58
(V11) (610) Northern Indiana HCS, IN	30,677	29,625	97%	1,052	3%	56	20	27,980	5	1,645	-	853	3	130	3
(V11) (655) Saginaw, MI	27,291	26,624	98%	667	2%	110	61	25,796	45	828	7	473	6	171	2
(V12) (537) Jesse Brown VAMC (Chicago), IL	32,213	31,942	99%	271	1%	64	1	31,550	1	392	-	207	-	43	-
(V12) (556) Captain James A Lovell FHCC	10,688	10,645	100%	43	0%	53	50	10,258	50	387	-	40	-	3	-
(V12) (578) Hines, IL	53,645	52,205	97%	1,440	3%	140	-	51,128	-	1,077	-	1,123	-	308	-
(V12) (585) Iron Mountain, MI	11,969	11,776	98%	193	2%	45	75	11,256	4	520	18	129	15	42	10

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(V12) (607) Madison, WI	32,488	31,997	98%	491	2%	140	204	31,259	53	738	6	306	24	80	9
(V12) (676) Tomah, WI	15,572	15,334	98%	238	2%	31	252	15,105	28	229	33	141	93	66	53
(V12) (695) Milwaukee, WI	59,568	57,000	96%	2,568	4%	234	69	55,272	22	1,728	31	1,612	3	740	8
(V15) (589) Columbia, MO	61,743	60,906	99%	837	1%	71	3	60,365	1	541	2	395	-	117	-
(V15) (589) Eastern KS HCS, KS	37,393	36,445	97%	948	3%	341	6	35,544	6	901	-	763	-	157	-
(V15) (589) Kansas City, MO	34,514	33,240	96%	1,274	4%	188	197	31,904	32	1,336	28	797	43	304	30
(V15) (589) Wichita, KS	18,336	17,445	95%	891	5%	636	104	16,966	6	479	45	542	50	269	1
(V15) (657) Marion, IL	27,300	26,799	98%	501	2%	494	3	26,210	3	589	-	301	-	160	-
(V15) (657) Poplar Bluff, MO	11,004	10,239	93%	765	7%	102	16	9,755	2	484	-	587	-	131	-
(V15) (657) St. Louis, MO	61,885	59,573	96%	2,312	4%	1,354	47	55,814	8	3,759	5	922	12	656	10
(V16) (502) Alexandria, LA	27,964	25,664	92%	2,300	8%	400	693	24,496	231	1,168	162	1,094	135	1,082	16
(V16) (520) Gulf Coast HCS, MS	48,578	45,791	94%	2,787	6%	1,373	409	42,856	376	2,935	3	1,769	17	819	13
(V16) (564) Fayetteville, AR	42,226	40,734	96%	1,492	4%	131	268	38,797	63	1,937	10	884	61	453	42
(V16) (580) Houston, TX	118,698	117,235	99%	1,463	1%	459	433	115,455	431	1,780	2	909	-	341	-
(V16) (586) Jackson, MS	42,698	41,332	97%	1,366	3%	68	57	39,928	16	1,404	1	1,029	6	217	9
(V16) (598) Little Rock, AR	62,603	60,610	97%	1,993	3%	224	158	57,728	158	2,882	-	1,321	-	446	-
(V16) (623) Muskogee, OK	22,595	22,079	98%	516	2%	158	195	21,317	15	762	34	408	40	107	35
(V16) (629) New Orleans, LA	35,489	34,781	98%	708	2%	237	424	32,623	423	2,158	1	592	-	109	-
(V16) (635) Oklahoma City, OK	37,270	35,562	95%	1,708	5%	170	25	33,832	9	1,730	4	1,035	5	357	4
(V16) (667) Shreveport, LA	44,001	43,372	99%	629	1%	125	5	42,413	1	959	1	268	-	159	1
(V17) (549) Dallas, TX	95,514	88,528	93%	6,986	7%	893	439	84,402	61	4,126	4	3,699	257	2,085	61
(V17) (671) San Antonio, TX	55,524	54,682	98%	842	2%	837	2	53,615	2	1,067	-	600	-	194	-
(V17) (674) Temple, TX	91,927	85,974	94%	5,953	6%	561	257	82,072	140	3,902	101	4,001	3	1,348	10
(V17) (740) VA Texas Valley Coastal Bend HCS	16,789	15,865	94%	924	6%	507	176	15,537	66	328	19	243	31	190	1
(V18) (501) New Mexico HCS	45,093	41,608	92%	3,485	8%	1,034	1,047	38,621	818	2,987	33	1,721	177	1,059	3
(V18) (504) Amarillo, TX	20,862	20,481	98%	381	2%	63	41	19,895	18	586	15	287	4	71	-
(V18) (519) Big Spring, TX	9,821	9,068	92%	753	8%	85	363	8,415	282	653	19	520	13	200	22
(V18) (644) Phoenix, AZ	62,485	55,773	89%	6,712	11%	1,075	1,715	51,114	493	4,659	314	3,801	478	2,101	230
(V18) (649) Northern Arizona HCS	13,044	12,410	95%	634	5%	139	1,115	11,833	317	577	285	480	236	61	179
(V18) (678) Southern Arizona HCS	49,517	48,877	99%	640	1%	141	132	48,265	104	612	12	381	-	138	-
(V18) (756) El Paso, TX	34,621	32,175	93%	2,446	7%	1,155	331	30,716	302	1,459	2	1,054	13	934	1
(V19) (436) Fort Harrison, MT	20,435	19,539	96%	896	4%	122	-	18,718	-	821	-	535	-	252	-
(V19) (442) Cheyenne, WY	13,708	13,297	97%	411	3%	38	178	12,860	127	437	30	256	20	153	1
(V19) (554) Denver, CO	66,517	61,595	93%	4,922	7%	703	1,632	57,767	886	3,828	349	2,732	185	1,111	95
(V19) (575) Grand Junction, CO	8,406	8,187	97%	219	3%	26	115	7,938	63	249	17	171	23	35	11
(V19) (660) Salt Lake City, UT	29,015	26,696	92%	2,319	8%	792	447	24,809	319	1,887	25	1,390	44	687	20
(V19) (666) Sheridan, WY	4,783	4,700	98%	83	2%	33	-	4,407	-	293	-	73	-	7	-
(V20) (463) Anchorage, AK	6,261	6,183	99%	78	1%	137	38	6,050	23	133	2	58	3	19	-

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(V20) (531) Boise, ID	15,262	13,805	90%	1,457	10%	39	1,613	13,320	259	485	308	688	295	553	218
(V20) (648) Portland, OR	73,335	67,499	92%	5,836	8%	116	3,212	63,318	804	4,181	355	2,742	391	912	415
(V20) (653) Roseburg, OR	22,895	21,189	93%	1,706	7%	45	3,464	19,754	568	1,435	456	964	663	468	376
(V20) (663) VA Puget Sound, WA	70,140	66,703	95%	3,437	5%	482	1,279	62,783	143	3,920	158	2,596	414	551	214
(V20) (668) Spokane, WA	22,473	21,814	97%	659	3%	232	1,593	21,427	285	387	117	400	275	111	357
(V20) (687) Walla Walla, WA	8,362	7,603	91%	759	9%	63	341	7,234	210	369	40	221	22	116	16
(V20) (692) White City, OR	10,452	10,157	97%	295	3%	32	73	9,993	58	164	7	169	7	92	1
(V21) (358) Manila, PI	1,000	966	97%	34	3%	6	4	821	-	145	-	27	-	6	-
(V21) (459) Honolulu, HI	14,202	13,722	97%	480	3%	1,966	1,068	13,225	82	497	49	317	92	128	123
(V21) (570) Fresno, CA	17,169	15,325	89%	1,844	11%	120	933	14,803	325	522	72	532	234	991	64
(V21) (612) N. California, CA	58,568	54,628	93%	3,940	7%	1,594	2,414	51,355	822	3,273	694	2,867	536	830	203
(V21) (640) Palo Alto, CA	53,287	50,689	95%	2,598	5%	530	541	47,349	69	3,340	28	1,960	118	473	113
(V21) (654) Reno, NV	21,878	19,556	89%	2,322	11%	98	225	18,107	200	1,449	15	1,170	3	668	2
(V21) (662) San Francisco, CA	29,433	28,791	98%	642	2%	1,177	416	27,984	324	807	13	383	28	149	23
(V22) (593) Las Vegas, NV	59,425	57,040	96%	2,385	4%	123	2,234	55,627	1,625	1,413	104	1,302	334	541	160
(V22) (600) Long Beach, CA	49,577	48,921	99%	656	1%	2,187	877	47,745	272	1,176	215	348	164	141	84
(V22) (605) Loma Linda, CA	58,449	56,615	97%	1,834	3%	148	1,408	54,883	1,010	1,732	85	1,241	135	443	50
(V22) (664) San Diego, CA	65,764	61,743	94%	4,021	6%	830	334	58,982	307	2,761	5	2,316	6	958	11
(V22) (691) Greater Los Angeles HCS	85,816	80,664	94%	5,152	6%	500	48	76,786	23	3,878	9	3,255	13	1,215	-
(V23) (437) Fargo, ND	19,100	18,475	97%	625	3%	144	-	17,742	-	733	-	513	-	81	-
(V23) (438) Sioux Falls, SD	20,551	19,495	95%	1,056	5%	373	99	18,329	52	1,166	34	670	6	331	2
(V23) (568) Black Hills HCS, SD	14,470	13,842	96%	628	4%	196	15	13,183	2	659	7	466	5	60	-
(V23) (618) Minneapolis, MN	80,423	78,667	98%	1,756	2%	1,396	25	77,031	4	1,636	3	1,267	3	388	5
(V23) (636) Central Iowa, IA	19,207	18,284	95%	923	5%	274	52	17,128	16	1,156	6	742	10	154	6
(V23) (636) Iowa City, IA	32,568	31,218	96%	1,350	4%	107	36	29,985	22	1,233	2	641	-	327	3
(V23) (636) Nebraska-W Iowa, NE	32,824	31,991	97%	833	3%	606	229	31,133	114	858	36	552	62	227	15
(V23) (656) St. Cloud, MN	37,638	36,459	97%	1,179	3%	472	10	35,562	9	897	-	816	-	303	1
<b>Grand Total</b>	<b>6,004,350</b>	<b>5,762,291</b>	<b>96%</b>	<b>242,059</b>	<b>4%</b>	<b>63,869</b>	<b>57,436</b>	<b>5,542,276</b>	<b>20,904</b>	<b>220,015</b>	<b>8,039</b>	<b>141,921</b>	<b>9,206</b>	<b>62,465</b>	<b>5,913</b>

- 1. Total Appointments Scheduled:** Every scheduled appointment at that facility except surgery and procedures.
- 2. Appointments scheduled 30 Days or under:** Number of appointments scheduled between 0-30 days of the reference date (i.e., create date for new patients and desired date for established patients).
- 3. Percent of Appointments Scheduled 30 Days or under:** The percent of total appointments scheduled within 30 days, not including EWL count [Appointments between 0-14 Days + Appointments between 15-30 Days / Total Appointments].
- 4. Appointments scheduled over 30 Days:** Number of appointments scheduled between greater than 30 days of the reference date (i.e., create date for new patients and desired date for established patients).
- 5. Percent of Appointments Scheduled over 30 Days:** The percent of total appointments scheduled beyond 30 days, not including EWL count. [Appointments between 31-60 Days + Appointments between 61-90 Days + Appointments between 91-120 Days / Total Appointments].
- 6. New Enrollee Appointment Request (NEAR) List:** Total number of newly enrolled Veterans that have requested an appointment during the enrollment process during the past 10 years for whom an appointment has not yet been scheduled. This data is current as of 5/15/14.
- 7. Electronic Wait List (EWL) Count:** Total number of all new patients (those who have not been seen before in the specific clinic in the previous 24 months) for whom appointments cannot be scheduled in 90 days or less. [EWL < 14 Days + EWL 15-30 Days + EWL 31-60 Days].
- 8. Appointments between 0-14 Days:** Number of appointments scheduled between 0-14 days of the reference date (i.e., create date for new patients and desired date for established patients).
- 9. EWL Less Than or Equal to 14 Days:** Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL less than 14 days to be scheduled from the date of their appointment request.
- 10. Appointments between 15-30 Days:** Number of appointments scheduled between 15-30 days of the reference date (i.e., create date for new patients and desired date for established patients).

Note: Wait Times Computed using Desired Date

Facility (Data On 5/15/14)	Total Appts Scheduled <sup>1</sup>	Appts scheduled 30 Days or under <sup>2</sup>	Percent Appts scheduled 30 Days or under <sup>3</sup>	Appts scheduled over 30 Days <sup>4</sup>	Percent Appts scheduled over 30 Days <sup>5</sup>	New Enrollee Appt Request <sup>6</sup>	EWL Count <sup>7</sup>	Appts Between 0 - 14 Days <sup>8</sup>	EWL greater than 14 Days <sup>9</sup>	Appts Between 15 - 30 Days <sup>10</sup>	EWL 15-30 Days <sup>11</sup>	Appts Between 31 - 60 days <sup>12</sup>	EWL 31-60 Days <sup>13</sup>	Appts Between 61 - 90 Days <sup>14</sup>	EWL 61-90 Days <sup>15</sup>
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11. EWL 15-30 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 15 and 30 days to be scheduled from the date of their appointment request.
12. Appointments between 31-60 Days: Number of appointments scheduled between 31-60 days of the reference date (i.e., create date for new patients and desired date for established patients).
13. EWL 31-60 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 31 and 60 days to be scheduled from the date of their appointment request.
14. Appointments between 61-90 Days: Number of appointments scheduled between 61-90 days of the reference date (i.e., create date for new patients and desired date for established patients).
15. EWL 61-90 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 61 and 90 days to be scheduled from the date of their appointment request.
16. Appointments between 91-120 Days: Number of appointments scheduled between 91-120 days of the reference date (i.e., create date for new patients and desired date for established patients).
17. EWL 91-120 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 91 and 120 days to be scheduled from the date of their appointment request.
18. Appointments Greater Than 120 Days: Number of appointments scheduled greater than 120 days of the reference date (i.e., create date for new patients and desired date for established patients).
19. EWL Greater Than 120 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL greater than 120 days to be scheduled from the date of their appointment request.
20. New Patient PC Avg Wait Time: Average (Avg) waiting time for a new patient (those who have not been seen before in the specific clinic in the previous 24 months) for a Primary Care (PC) appointment.
21. Established Patient PC Avg Wait Time: Average waiting time for an established patient for a Primary Care (PC) appointment.
22. New Patient SC Avg Wait Time: Average (Avg) waiting time for a new patient (those who have not been seen before in the specific clinic in the previous 24 months) for a Specialty Care (SC) appointment.
23. Established Patient SC Avg Wait Time: Average waiting time for an established patient for a Specialty Care (SC) appointment.
24. New Patient MH Avg Wait Time: Average (Avg) waiting time for a new patient (those who have not been seen before in the specific clinic in the previous 24 months) for a Mental Health (MH) appointment.
25. Established Patient MH Avg Wait Time: Average waiting time for an established patient for a Mental Health (MH) appointment.

Note: Wait Times Computed using Desired Date

Facility (Data On 5/15/14)	Appts Between 91 - 120 Days <sup>16</sup>	EWL 91-120 Days <sup>17</sup>	Appts Beyond 120 Days <sup>18</sup>	EWL greater than 120 Days <sup>19</sup>	New Patient PC Avg Wait Time <sup>20</sup>	Established Patient PC Avg Wait Time <sup>21</sup>	New Patient SC Avg Wait Time <sup>22</sup>	Established Patient SC Avg Wait Time <sup>23</sup>	New Patient MH Avg Wait Time <sup>24</sup>	Established Patient MH Avg Wait Time <sup>25</sup>
(V01) (402) Togus, ME	93	-	61	6	35.88	1.23	54.57	3.28	25.26	1.37
(V01) (405) White River Junction, VT	107	-	60	-	30.22	1.12	52.91	4.47	28.38	1.43
(V01) (518) Bedford, MA	15	2	9	124	11.73	0.92	39.86	8.39	34.77	3.29
(V01) (523) VA Boston HCS, MA	87	19	139	171	59.36	1.57	54.39	3.30	25.83	2.88
(V01) (608) Manchester, NH	12	60	3	31	19.73	1.07	38.73	3.04	22.70	3.06
(V01) (631) VA Central Western Massachusetts HCS	578	3	59	-	71.97	9.64	66.91	8.87	27.53	2.90
(V01) (650) Providence, RI	82	-	31	12	73.79	3.55	33.95	4.21	32.24	4.61
(V01) (689) VA Connecticut HCS, CT	111	7	44	15	23.89	1.21	35.97	3.49	20.95	3.71
(V02) (528) Albany, NY	265	-	50	-	38.13	0.82	46.84	1.95	22.35	2.80
(V02) (528) Bath, NY	80	-	6	-	30.63	2.55	51.76	5.06	34.49	0.12
(V02) (528) Canandaigua, NY	20	-	8	-	71.84	2.76	35.53	2.25	16.60	1.13
(V02) (528) Syracuse, NY	458	-	203	2	53.75	2.45	52.43	8.18	34.86	0.92
(V02) (528) Western New York, NY	91	-	24	-	27.61	2.01	41.10	2.24	34.33	5.00
(V03) (526) Bronx, NY	7	1	1	12	30.78	2.25	31.80	2.24	30.47	1.58
(V03) (561) New Jersey HCS, NJ	93	4	33	31	24.76	1.07	46.90	4.30	29.82	1.49
(V03) (620) VA Hudson Valley HCS, NY	6	-	-	-	26.29	3.38	31.13	2.17	22.40	2.00
(V03) (630) New York Harbor HCS, NY	11	-	7	-	30.36	0.78	27.11	1.93	29.94	0.95
(V03) (632) Northport, NY	37	-	32	-	25.07	3.03	39.87	3.79	25.23	0.95
(V04) (460) Wilmington, DE	16	7	8	16	63.30	1.58	41.90	2.62	22.98	1.56
(V04) (503) Altoona, PA	7	-	18	-	40.68	2.74	42.43	2.38	28.61	2.36
(V04) (529) Butler, PA	5	-	5	-	35.23	0.37	34.07	0.58	21.51	0.71
(V04) (540) Clarksburg, WV	62	-	17	-	54.00	2.82	86.40	1.21	95.67	1.40
(V04) (542) Coatesville, PA	8	-	5	-	17.42	0.89	21.83	2.09	30.67	0.83
(V04) (562) Erie, PA	13	-	6	-	21.45	0.77	31.36	2.30	57.39	0.23
(V04) (595) Lebanon, PA	79	-	15	-	24.63	1.15	51.90	2.45	26.54	1.53
(V04) (642) Philadelphia, PA	822	33	357	46	42.92	2.64	61.07	9.07	44.04	2.87
(V04) (646) Pittsburgh, PA	201	-	54	-	59.79	1.25	45.26	3.72	30.82	0.96
(V04) (693) Wilkes-Barre, PA	1	-	1	-	18.65	0.62	28.43	1.05	23.35	0.28
(V05) (512) Baltimore HCS, MD	264	24	74	81	80.81	4.19	43.99	5.12	32.00	2.54
(V05) (613) Martinsburg, WV	136	7	44	4	47.20	2.96	33.04	5.93	29.27	2.78
(V05) (688) Washington, DC	22	1	7	2	38.58	6.29	38.19	3.86	33.42	6.39
(V06) (517) Beckley, WV	38	19	5	7	39.06	4.59	43.73	4.48	37.70	3.64
(V06) (558) Durham, NC	253	3	192	3	64.05	3.64	68.78	5.13	104.42	4.12
(V06) (565) Fayetteville, NC	672	43	112	313	83.29	29.54	62.05	10.26	27.40	2.75
(V06) (590) Hampton, VA	61	-	39	-	57.99	0.56	68.34	2.43	54.45	0.69
(V06) (637) Asheville, NC	60	-	13	-	30.01	2.73	52.02	4.09	33.42	3.06
(V06) (652) Richmond, VA	240	-	105	-	72.71	4.38	58.84	5.48	36.23	3.59
(V06) (658) Salem, VA	198	-	61	-	34.49	2.07	51.92	4.48	36.46	1.17

Note: Wait Times Computed using Desired Date

Facility (Data On 5/15/14)	Appts Between 91 - 120 Days <sup>16</sup>	EWL 91-120 Days <sup>17</sup>	Appts Beyond 120 Days <sup>18</sup>	EWL greater than 120 Days <sup>19</sup>	New Patient PC Avg Wait Time <sup>20</sup>	Established Patient PC Avg Wait Time <sup>21</sup>	New Patient SC Avg Wait Time <sup>22</sup>	Established Patient SC Avg Wait Time <sup>23</sup>	New Patient MH Avg Wait Time <sup>24</sup>	Established Patient MH Avg Wait Time <sup>25</sup>
(V06) (659) Salisbury, NC	361	16	270	45	28.83	2.18	53.18	3.92	31.91	5.86
(V07) (508) Atlanta, GA	452	-	1,798	-	64.38	5.11	52.72	3.67	26.90	1.89
(V07) (509) Augusta, GA	66	-	86	-	29.05	2.13	56.42	4.44	45.27	0.36
(V07) (521) Birmingham, AL	56	-	60	1	31.08	0.82	47.65	2.47	30.00	0.96
(V07) (534) Charleston, SC	100	-	9	-	45.46	1.44	52.43	2.66	30.79	1.33
(V07) (544) Columbia, SC	753	2	182	151	76.75	7.71	64.56	8.46	40.06	3.64
(V07) (557) Dublin, GA	92	-	10	-	57.42	4.98	45.93	5.12	47.89	2.55
(V07) (619) Central Alabama Veterans HCS, AL	618	6	94	11	74.56	5.56	64.75	6.78	56.65	15.35
(V07) (679) Tuscaloosa, AL	1	-	-	34	46.70	2.03	49.82	1.07	18.47	1.08
(V08) (516) Bay Pines, FL	330	18	294	103	47.55	2.85	50.65	4.70	39.33	2.16
(V08) (546) Miami, FL	233	115	50	60	48.39	5.51	57.82	5.10	24.85	1.54
(V08) (548) West Palm Beach, FL	86	-	17	-	31.85	0.67	43.69	1.85	26.29	0.46
(V08) (573) Gainesville, FL	1,322	208	679	1,040	48.22	4.73	56.00	9.12	33.82	1.89
(V08) (672) San Juan, PR	205	7	98	1	64.05	1.84	45.28	2.34	48.48	1.81
(V08) (673) Tampa, FL	734	29	306	173	41.96	2.07	62.92	6.26	27.02	3.19
(V08) (675) Orlando, FL	348	130	76	258	36.54	1.34	50.30	4.36	29.50	0.54
(V09) (581) Huntington, WV	97	-	-	-	28.79	3.85	43.82	3.43	22.97	1.38
(V09) (596) Lexington, KY	52	17	38	135	55.84	5.51	35.67	5.63	43.54	3.86
(V09) (603) Louisville, KY	168	20	42	87	26.22	3.21	50.92	3.93	19.77	2.32
(V09) (614) Memphis, TN	37	-	59	117	49.62	2.04	48.07	2.68	30.57	1.93
(V09) (621) Mountain Home, TN	209	47	788	349	61.66	4.02	67.42	2.97	37.76	1.89
(V09) (626) Middle Tennessee HCS, TN	331	252	245	1,368	58.02	3.13	71.32	1.99	41.02	2.28
(V10) (538) Chillicothe, OH	44	14	1	19	25.75	2.36	37.93	2.39	30.25	2.28
(V10) (539) Cincinnati, OH	87	1	6	-	52.24	1.33	43.75	3.66	19.96	0.86
(V10) (541) Cleveland, OH	29	3	10	23	39.48	1.37	33.64	1.62	29.02	0.89
(V10) (552) Dayton, OH	18	-	6	-	42.19	1.43	34.12	3.45	21.33	1.66
(V10) (757) Columbus, OH	191	-	8	-	35.78	5.20	43.28	5.43	47.52	1.42
(V11) (506) Ann Arbor, MI	296	28	36	88	29.58	2.05	58.02	3.92	26.67	2.45
(V11) (515) Battle Creek, MI	7	2	-	-	27.55	1.13	36.74	4.97	22.72	1.64
(V11) (550) Danville, IL	12	-	20	1	54.08	1.47	52.14	1.80	35.64	1.06
(V11) (553) Detroit, MI	105	79	6	72	30.97	0.86	59.35	1.53	19.87	0.36
(V11) (583) Indianapolis, IN	92	-	80	-	53.62	2.62	31.93	3.54	35.71	2.73
(V11) (610) Northern Indiana HCS, IN	47	2	22	7	31.73	2.89	48.39	4.77	34.17	1.44
(V11) (655) Saginaw, MI	15	-	8	1	22.31	1.26	34.84	2.90	20.86	0.76
(V12) (537) Jesse Brown VAMC (Chicago), IL	18	-	3	-	40.85	0.75	53.69	0.82	42.77	2.27
(V12) (556) Captain James A Lovell FHCC	-	-	-	-	15.46	1.66	19.59	2.58	24.32	2.53
(V12) (578) Hines, IL	8	-	1	-	33.20	1.22	45.95	2.30	21.22	1.50
(V12) (585) Iron Mountain, MI	11	7	11	21	22.92	2.14	35.80	2.93	26.42	0.93

Note: Wait Times Computed using Desired Date

Facility (Data On 5/15/14)	Appts Between 91 - 120 Days <sup>16</sup>	EWL 91-120 Days <sup>17</sup>	Appts Beyond 120 Days <sup>18</sup>	EWL greater than 120 Days <sup>19</sup>	New Patient PC Avg Wait Time <sup>20</sup>	Established Patient PC Avg Wait Time <sup>21</sup>	New Patient SC Avg Wait Time <sup>22</sup>	Established Patient SC Avg Wait Time <sup>23</sup>	New Patient MH Avg Wait Time <sup>24</sup>	Established Patient MH Avg Wait Time <sup>25</sup>
(V12) (607) Madison, WI	52	14	53	98	50.82	1.20	41.01	1.82	25.99	1.53
(V12) (676) Tomah, WI	18	41	13	4	17.04	0.50	38.64	1.85	42.77	1.60
(V12) (695) Milwaukee, WI	184	-	32	5	23.72	0.80	49.60	5.46	33.59	0.52
(V15) (589) Columbia, MO	117	-	208	-	43.35	1.00	66.37	2.87	28.56	1.11
(V15) (589) Eastern KS HCS, KS	25	-	3	-	41.05	1.71	51.35	8.70	33.85	1.04
(V15) (589) Kansas City, MO	140	23	33	41	34.51	1.55	44.59	3.36	44.08	2.75
(V15) (589) Wichita, KS	80	1	-	1	35.18	1.22	42.42	6.36	27.70	2.74
(V15) (657) Marion, IL	37	-	3	-	38.31	2.04	51.53	1.71	28.20	0.90
(V15) (657) Poplar Bluff, MO	43	1	4	13	25.67	3.44	44.06	9.89	34.59	2.10
(V15) (657) St. Louis, MO	548	-	186	12	37.19	2.47	86.21	5.99	29.67	4.79
(V16) (502) Alexandria, LA	84	12	40	137	33.21	3.90	55.03	12.73	32.70	2.62
(V16) (520) Gulf Coast HCS, MS	159	-	40	-	48.62	4.27	46.26	6.31	37.36	2.13
(V16) (564) Fayetteville, AR	114	57	41	35	52.45	2.56	43.24	2.43	35.35	3.83
(V16) (580) Houston, TX	103	-	110	-	44.09	1.88	58.05	1.05	39.38	0.62
(V16) (586) Jackson, MS	55	3	65	22	45.48	4.48	56.06	2.56	29.82	1.04
(V16) (598) Little Rock, AR	140	-	86	-	59.69	4.25	41.24	3.55	39.04	5.82
(V16) (623) Muskogee, OK	1	44	-	27	30.54	2.26	30.69	2.32	31.24	1.55
(V16) (629) New Orleans, LA	6	-	1	-	51.85	1.52	45.08	3.74	27.27	1.71
(V16) (635) Oklahoma City, OK	93	1	223	2	43.55	2.46	47.93	5.19	43.65	1.91
(V16) (667) Shreveport, LA	95	1	107	1	43.79	3.32	47.08	2.80	30.51	2.07
(V17) (549) Dallas, TX	1,042	53	160	3	60.32	5.41	58.90	6.24	49.91	5.91
(V17) (671) San Antonio, TX	47	-	1	-	36.74	2.60	42.61	1.00	29.80	1.96
(V17) (674) Temple, TX	458	-	146	3	49.86	7.60	54.25	5.46	35.89	2.97
(V17) (740) VA Texas Valley Coastal Bend HCS	485	3	6	56	85.22	12.45	145.18	1.22	55.40	1.77
(V18) (501) New Mexico HCS	643	4	62	12	46.04	10.17	57.04	7.76	38.04	4.99
(V18) (504) Amarillo, TX	12	3	11	1	31.17	1.98	40.54	2.47	60.92	1.11
(V18) (519) Big Spring, TX	27	22	6	5	37.66	12.10	53.12	6.38	32.99	4.14
(V18) (644) Phoenix, AZ	710	110	100	90	55.38	3.19	44.72	14.19	44.78	5.01
(V18) (649) Northern Arizona HCS	9	46	84	52	60.16	4.73	49.82	2.00	27.76	1.10
(V18) (678) Southern Arizona HCS	69	-	52	16	33.85	1.20	41.17	1.84	43.63	2.46
(V18) (756) El Paso, TX	416	-	42	13	35.11	1.65	89.64	4.72	60.06	15.96
(V19) (436) Fort Harrison, MT	95	-	14	-	47.53	7.72	38.86	2.60	29.69	1.53
(V19) (442) Cheyenne, WY	2	-	-	-	32.01	2.56	48.69	3.50	26.47	1.57
(V19) (554) Denver, CO	675	70	404	47	44.64	3.47	51.73	5.34	36.33	10.07
(V19) (575) Grand Junction, CO	3	1	10	-	51.76	2.77	37.85	1.60	43.51	2.63
(V19) (660) Salt Lake City, UT	142	16	100	23	72.77	8.54	50.27	6.17	37.28	2.31
(V19) (666) Sheridan, WY	1	-	2	-	45.49	4.45	41.98	2.68	35.21	3.37
(V20) (463) Anchorage, AK	1	5	-	5	28.72	1.28	32.50	2.73	21.17	0.64



Note: Wait Times Computed using Desired Date

Facility (Data On 5/15/14)	Appts Between 91 - 120 Days <sup>16</sup>	EWL 91-120 Days <sup>17</sup>	Appts Beyond 120 Days <sup>18</sup>	EWL greater than 120 Days <sup>19</sup>	New Patient PC Avg Wait Time <sup>20</sup>	Established Patient PC Avg Wait Time <sup>21</sup>	New Patient SC Avg Wait Time <sup>22</sup>	Established Patient SC Avg Wait Time <sup>23</sup>	New Patient MH Avg Wait Time <sup>24</sup>	Established Patient MH Avg Wait Time <sup>25</sup>
(V20) (531) Boise, ID	186	159	30	374	23.24	0.90	51.71	6.93	26.32	1.14
(V20) (648) Portland, OR	561	310	1,621	937	79.87	10.91	61.84	4.80	28.77	0.86
(V20) (653) Roseburg, OR	154	228	120	1,173	51.14	4.23	64.73	7.83	47.55	2.48
(V20) (663) VA Puget Sound, WA	196	225	94	125	58.77	6.00	48.79	6.09	37.54	1.16
(V20) (668) Spokane, WA	66	147	82	412	28.55	1.26	60.73	3.36	27.00	5.99
(V20) (687) Walla Walla, WA	50	11	372	42	43.15	6.14	51.49	8.27	25.71	1.20
(V20) (692) White City, OR	29	-	5	-	48.10	2.78	88.10	1.63	56.56	1.82
(V21) (358) Manila, PI	1	-	-	4	36.41	6.26	35.04	7.49	33.42	5.38
(V21) (459) Honolulu, HI	21	153	14	569	144.69	4.46	37.17	2.38	30.21	1.83
(V21) (570) Fresno, CA	306	58	15	180	25.45	0.35	61.38	12.09	30.67	0.20
(V21) (612) N. California, CA	203	86	40	73	43.48	3.57	40.28	6.14	22.34	2.87
(V21) (640) Palo Alto, CA	108	103	57	110	42.00	5.19	42.05	5.56	25.26	3.33
(V21) (654) Reno, NV	473	4	11	1	53.14	15.12	51.84	11.58	43.09	0.83
(V21) (662) San Francisco, CA	101	14	9	14	29.74	0.80	49.65	2.93	35.86	1.81
(V22) (593) Las Vegas, NV	208	9	334	2	49.33	3.41	52.03	3.27	46.96	1.16
(V22) (600) Long Beach, CA	88	62	79	80	33.68	1.18	50.61	2.38	38.12	1.68
(V22) (605) Loma Linda, CA	143	27	7	101	43.99	2.23	50.38	3.54	27.55	2.92
(V22) (664) San Diego, CA	318	4	429	1	43.77	3.38	43.71	5.04	34.50	0.90
(V22) (691) Greater Los Angeles HCS	511	-	171	3	56.24	4.13	55.12	6.06	39.29	2.12
(V23) (437) Fargo, ND	26	-	5	-	34.58	2.50	42.68	3.18	27.19	0.94
(V23) (438) Sioux Falls, SD	43	-	12	5	36.21	4.00	43.69	6.15	47.72	3.37
(V23) (568) Black Hills HCS, SD	92	-	10	1	48.73	2.07	47.39	4.14	41.17	2.31
(V23) (618) Minneapolis, MN	61	6	40	4	27.57	2.64	50.44	3.58	29.16	0.88
(V23) (636) Central Iowa, IA	25	8	2	6	39.14	7.21	39.32	4.48	33.88	1.07
(V23) (636) Iowa City, IA	282	4	100	5	43.16	4.30	58.20	4.13	49.14	1.63
(V23) (636) Nebraska-W Iowa, NE	46	1	8	1	29.68	2.52	48.05	3.00	29.54	1.14
(V23) (656) St. Cloud, MN	48	-	12	-	25.35	1.94	46.94	4.52	33.42	1.81
<b>Grand Total</b>	<b>24,219</b>	<b>3,386</b>	<b>13,454</b>	<b>9,988</b>						

1. Total Appointments Scheduled: Every scheduled app
2. Appointments scheduled 30 Days or under: Number
3. Percent of Appointments Scheduled 30 Days or unde
4. Appointments scheduled over 30 Days: Number of a
5. Percent of Appointments Scheduled over 30 Days: Thintments].
6. New Enrollee Appointment Request (NEAR) List: Toti 6/2/14.
7. Electronic Wait List (EWL) Count: Total number of all Days = EWL 91-120 Days + EWL>120 Days].
8. Appointments between 0-14 Days: Number of appoi
9. EWL Less Than or Equal to14 Days: Number of new p
10. Appointments between 15-30 Days: Number of app

Note: Wait Times Computed using Desired Date

Facility (Data On 5/15/14)	Appts Between 91 - 120 Days <sup>16</sup>	EWL 91-120 Days <sup>17</sup>	Appts Beyond 120 Days <sup>18</sup>	EWL greater than 120 Days <sup>19</sup>	New Patient PC Avg Wait Time <sup>20</sup>	Established Patient PC Avg Wait Time <sup>21</sup>	New Patient SC Avg Wait Time <sup>22</sup>	Established Patient SC Avg Wait Time <sup>23</sup>	New Patient MH Avg Wait Time <sup>24</sup>	Established Patient MH Avg Wait Time <sup>25</sup>
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- 11. EWL 15-30 Days: Number of new patients (those w/
- 12. Appointments between 31-60 Days: Number of app
- 13. EWL 31-60 Days: Number of new patients (those w/
- 14. Appointments between 61-90 Days: Number of app
- 15. EWL 61-90 Days: Number of new patients (those w/
- 16. Appointments between 91-120 Days: Number of ap
- 17. EWL 91-120 Days: Number of new patients (those w/
- 18. Appointments Greater Than 120 Days: Number of a
- 19. EWL Greater Than 120 Days: Number of new patien
- 20. New Patient PC Avg Wait Time: Average (Avg) waiti
- 21. Established Patient PC Avg Wait Time: Average wait
- 22. New Patient SC Avg Wait Time: Average (Avg) waiti
- 23. Established Patient SC Avg Wait Time: Average wait
- 24. New Patient MH Avg Wait Time: Average (Avg) wait
- 25. Established Patient MH Avg Wait Time: Average wa