

Facility (Data On 9/1/14)	Total Appts Scheduled ¹	Appts scheduled 30 Days or under ²	Percent Appts scheduled 30 Days or under ³	Appts scheduled over 30 Days ⁴	Percent Appts scheduled over 30 Days ⁵	New Enrollee Appt Request ⁶	EWL Count ⁷	Appts Between 0 - 14 Days ⁸	EWL 0 - 14 Days ⁹	Appts Between 15 - 30 Days ¹⁰	EWL 15-30 Days ¹¹	Appts Between 31 - 60 Days ¹²	EWL 31-60 Days ¹³	Appts Between 61 - 90 Days ¹⁴	EWL 61-90 Days ¹⁵	Appts Between 91 - 120 Days ¹⁶	EWL 91-120 Days ¹⁷	Appts Between 120 Days ¹⁸	EWL Beyond 120 Days ¹⁹	EWL greater than 120 Days ²⁰	New Patient PC Wait Time ²¹	Established Patient PC Avg Wait Time ²²	New Patient SC Avg Wait Time ²³	Established Patient SC Avg Wait Time ²⁴	New Patient MH Avg Wait Time ²⁵	Established Patient MH Avg Wait Time ²⁶
(V01) (402) Togus, ME	44,813	41,518	92.65%	3,295	7.35%	6	7	39,891	2	1,627	0	1,569	2	695	3	509	0	522	0	36.98	2.76	47.46	3.16	29.77	1.78	
(V01) (405) White River Junction, VT	27,449	25,720	93.70%	1,729	6.30%	7	3	24,276	2	1,444	0	1,120	0	2,208	0	100	0	228	0	34.40	3.51	37.80	4.32	30.00	1.68	
(V01) (518) Bedford, MA	8,809	8,046	91.34%	763	8.66%	13	34	7,078	1	968	0	600	5	127	7	28	0	8	21	15.66	1.32	28.02	8.62	37.89	7.91	
(V01) (523) VA Boston HCS, MA	88,985	85,538	96.13%	3,447	3.87%	47	568	81,312	304	4,226	116	2,607	87	695	15	267	7	398	39	40.12	1.47	44.60	3.77	26.09	3.56	
(V01) (608) Manchester, NH	20,901	19,567	93.62%	1,334	6.38%	3	125	18,381	0	1,186	15	951	75	246	0	65	1	72	34	31.54	2.75	37.24	3.62	27.75	3.96	
(V01) (631) VA Central Western Massachusetts	27,374	23,304	85.13%	4,070	14.87%	10	5	21,342	23	1,942	10	1,942	16	1,408	3	440	2	280	5	57.20	13.48	54.02	11.08	17.87	3.36	
(V01) (650) Providence, RI	39,261	36,956	94.13%	2,305	5.87%	13	21	34,592	6	2,364	2	1,561	1	502	4	115	8	127	0	46.29	5.63	27.71	4.69	26.07	6.22	
(V01) (689) VA Connecticut HCS, CT	52,005	48,293	92.86%	3,712	7.14%	2	3	44,818	2	3,475	1	2,418	0	698	0	270	0	326	0	19.53	2.43	31.55	6.86	19.57	4.17	
(V02) (528) Albany, NY	33,950	32,343	95.27%	1,607	4.73%	11	6	30,745	6	1,598	0	1,110	0	275	0	135	0	87	0	33.34	1.63	41.27	2.09	23.74	5.18	
(V02) (528) Bath, NY	14,916	13,724	92.01%	1,192	7.99%	0	20	13,116	12	608	7	419	1	594	0	156	0	23	0	33.94	4.57	60.09	6.09	23.00	0.18	
(V02) (528) Canandaigua, NY	16,988	16,076	94.63%	912	5.37%	20	21	14,857	13	1,219	4	764	4	98	0	34	0	16	0	30.16	3.83	35.06	4.09	23.80	1.58	
(V02) (528) Syracuse, NY	51,727	45,431	87.83%	6,296	12.17%	13	3	42,290	1	3,286	0	1,561	0	585	0	864	0	864	0	41.28	2.63	53.78	14.12	31.53	2.97	
(V02) (528) Western New York, NY	48,024	44,599	92.87%	3,425	7.13%	25	15	42,103	2	2,496	2	2,633	4	487	5	154	0	151	2	34.47	3.81	42.18	2.90	31.71	5.22	
(V03) (526) Bronx, NY	22,975	21,670	94.32%	1,305	5.68%	3	0	20,246	0	1,424	0	1,124	0	159	0	17	0	5	0	29.70	2.10	34.53	1.72	24.30	1.65	
(V03) (561) New Jersey HCS, NJ	44,147	39,068	88.50%	5,079	11.50%	30	20	35,818	4	3,250	1	3,926	14	934	0	156	1	63	0	22.07	2.44	39.88	6.80	29.40	2.58	
(V03) (620) VA Hudson Valley HCS, NY	23,378	21,637	92.55%	1,741	7.45%	2	50	20,179	7	1,458	10	1,452	11	255	14	20	8	14	0	24.44	3.48	36.32	3.09	22.62	2.31	
(V03) (630) New York Harbor HCS, NY	50,082	48,176	96.19%	1,906	3.81%	1	25	45,112	5	3,064	1	1,592	19	244	0	156	0	21	0	27.30	2.35	28.06	2.20	27.87	0.83	
(V03) (632) Northport, NY	36,528	35,017	95.86%	1,511	4.14%	4	329	32,528	25	2,489	31	1,211	18	213	28	38	9	49	218	25.17	4.53	29.50	5.26	24.77	1.11	
(V04) (460) Wilmington, DE	25,978	22,770	87.65%	3,208	12.35%	3	1	20,860	1	1,890	0	2,010	0	693	0	293	0	303	0	62.61	15.17	40.60	7.20	26.54	2.86	
(V04) (503) Altoona, PA	30,299	29,216	96.43%	1,083	3.57%	0	127	28,267	79	949	30	581	18	361	0	87	0	54	0	36.72	2.97	39.65	6.59	27.94	2.17	
(V04) (520) Butler, PA	24,599	24,378	99.10%	221	0.90%	3	0	24,133	0	245	0	160	0	21	0	21	0	19	0	28.89	0.41	29.75	1.06	22.13	0.82	
(V04) (540) Clarksburg, WV	26,247	22,019	83.99%	4,228	16.11%	7	1	20,201	1	1,818	0	2,163	0	1,325	0	501	0	238	0	23.65	12.88	48.08	12.71	53.01	5.42	
(V04) (542) Coatesville, PA	9,174	8,906	95.99%	268	4.01%	2	1	8,170	1	636	0	301	0	44	0	9	0	14	0	20.20	3.43	30.09	2.97	30.74	1.16	
(V04) (552) Erie, PA	13,183	12,330	93.53%	853	6.47%	5	3	11,229	3	1,101	0	739	0	90	0	7	0	17	0	23.50	8.40	27.20	5.07	17.61	0.45	
(V04) (595) Lebanon, PA	40,698	38,687	95.06%	2,011	4.94%	6	6	35,964	6	2,723	0	1,475	0	216	0	96	0	224	0	21.43	2.61	32.76	3.44	25.99	2.42	
(V04) (642) Philadelphia, PA	64,309	55,879	86.89%	8,430	13.11%	4	366	51,138	93	4,741	81	4,112	147	1,845	37	889	4	1,584	4	34.93	5.24	55.81	13.15	30.16	3.68	
(V04) (646) Pittsburgh, PA	68,675	65,625	95.56%	3,050	4.44%	8	4	62,302	4	3,323	0	1,965	0	648	0	270	0	167	0	42.91	3.40	33.66	3.46	33.78	1.52	
(V04) (693) Wilkes-Barre, PA	26,851	25,629	95.45%	1,222	4.55%	3	0	24,327	0	1,302	0	900	0	160	0	30	0	132	0	22.17	2.26	30.17	1.21	24.79	1.04	
(V05) (512) Baltimore HCS, MD	56,324	49,546	87.97%	6,778	12.03%	19	206	45,013	150	4,533	22	3,977	18	1,740	10	838	4	223	2	74.35	6.32	46.19	6.29	30.01	3.16	
(V05) (613) Martinsburg, WV	37,173	34,356	92.42%	2,817	7.58%	11	37	31,828	6	2,528	4	1,556	7	607	0	325	7	329	3	29.87	4.51	28.83	5.13	83.37	1.97	
(V05) (688) Washington, DC	45,502	39,576	86.98%	5,926	13.02%	11	94	34,190	15	5,366	5	4,004	21	1,667	20	220	25	35	8	34.05	8.07	37.63	6.06	36.54	7.66	
(V06) (517) Beckley, WV	14,608	13,467	92.19%	1,141	7.81%	0	260	12,600	19	867	37	763	105	211	25	40	16	27	58	33.71	2.48	38.54	6.38	48.96	3.06	
(V06) (558) Durham, NC	74,900	63,451	84.71%	11,449	15.29%	36	64	57,268	14	6,183	7	7,450	52	3,047	5	537	6	363	16	41.96	12.32	46.61	7.94	43.73	3.50	
(V06) (565) Fayetteville, NC	45,761	33,528	73.27%	12,233	26.73%	17	1,041	29,435	289	4,093	184	4,865	219	6,756	155	451	25	161	169	82.89	26.19	52.93	13.89	33.98	4.36	
(V06) (590) Hampton, VA	34,517	26,410	76.51%	8,107	23.49%	12	1,641	22,028	51	4,382	50	5,833	70	1,791	15	249	1	234	0	41.58	30.62	36.64	11.48	31.19	12.28	
(V06) (637) Asheville, NC	35,795	32,816	91.68%	2,979	8.32%	10	329	29,756	14	3,060	6	1,816	6	915	2	192	0	56	1	28.06	6.39	31.23	5.57	31.96	3.63	
(V06) (652) Richmond, VA	66,077	59,040	89.35%	7,037	10.65%	40	29	54,051	98	4,989	64	4,038	59	1,690	51	489	20	390	28	53.68	9.01	48.03	4.31	38.12	4.92	
(V06) (658) Salem, VA	43,961	40,029	91.06%	3,932	8.94%	10	126	37,398	31	2,631	1	2,244	25	1,190	26	409	4	89	39	34.71	4.01	51.39	6.69	38.53	0.72	
(V06) (659) Salisbury, NC	80,621	71,860	89.13%	8,761	10.87%	10	212	66,094	38	5,766	10	5,164	64	1,964	67	796	20	837	13	27.42	3.60	42.72	7.32	39.42	11.35	
(V07) (508) Atlanta, GA	121,002	104,577	86.43%	16,425	13.57%	18	58	97,091	8	7,486	1	9,786	9	5,487	16	366	13	786	11	57.54	15.74	49.36	4.92	17.88	2.74	
(V07) (509) Augusta, GA	38,231	35,462	92.76%	2,769	7.24%	5	29	32,575	4	2,887	1	1,737	1	521	5	255	14	256	1	41.54	4.51	46.66	5.12	27.90	0.27	
(V07) (521) Birmingham, AL	57,982	53,949	93.04%	4,033	6.96%	10	20	50,997	13	2,952	6	2,352	1	877	0	408	0	396	0	29.01	2.83	44.41	5.22	24.27	1.48	
(V07) (534) Charleston, SC	41,911	37,900	90.43%	4,011	9.57%	138	19	35,783	6	2,117	2	2,836	11	915	0	230	0	30	0	31.05	3.93	39.67	4.45	25.21	1.59	
(V07) (544) Columbia, SC	77,416	66,481	85.88%	10,935	14.12%	19	275	60,540	33	5,941	28	6,371	67	3,331	97	728	19	505	31	45.97	10.27	54.70	7.66	29.51	5.68	
(V07) (557) Dublin, GA	23,870	19,010	79.64%	4,860	20.36%	79	33	17,015	31	1,995	2	2,605	0	1,758	0	335	0	162	0	59.34	14.54	52.86	9.71	32.90	4.88	
(V07) (619) Central Alabama Veterans HCS, AL	35,393	26,088	73.71%	9,305	26.29%	39	157	22,300	19	3,788	13	4,703	54	3,099	42	1,342	20	161	9	48.11	13.04	53.89	18.10	63.12	16.06	
(V07) (679) Tuscaloosa, AL	6,897	6,299	91.33%	598	8.67%	1	3	5,838	2	499	1	499	1	66	0	28	0	5	0	29.71	3.39	35.98	0.15	22.17	2.01	
(V08) (516) Bay Pines, FL	116,014	107,161	92.37%	8,853	7.63%	4	153	100,338	34	6,823	25	5,417	54	1,989	28	491	6	956	6	45.91	4.10	39.92	4.61	39.12	3.05	
(V08) (546) Miami, FL	55,221	49,277	89.24%	5,944	10.76%	15	169	45,844	64	3,433	0	5,116	7	2,972	6	205	16	251	81	30.88	3.91	48.00	5.23	22.71	0.94	
(V08) (548) West Palm Beach, FL	67,063	63,427	94.58%	3,636	5.42%	10	5	60,644	5	2,963	0	2,619	0</													

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(V12) (695) Milwaukee, WI	59,874	54,068	90.30%	5,806	9.70%	3	18	50,803	7	3,265	1	3,991	1	1,346	0	229	3	240	1	25.55	0.94	40.44	6.64	41.40	2.82
(V15) (589) Columbia, MO	55,815	53,115	95.16%	2,700	4.84%	19	6	51,584	0	1,531	2	1,597	1	482	0	206	0	415	3	41.93	1.47	57.57	2.70	30.25	1.34
(V15) (589) Eastern KS HCS, KS	35,954	32,590	90.64%	3,364	9.36%	29	0	30,975	0	1,615	0	2,024	0	1,157	0	183	0	0	0	43.06	1.46	47.15	3.60	40.69	1.37
(V15) (589) Kansas City, MO	34,702	31,087	89.58%	3,615	10.42%	29	104	29,102	16	1,985	18	1,785	20	1,164	24	366	21	300	5	42.95	2.29	34.86	6.24	41.55	2.01
(V15) (589) Wichita, KS	18,347	17,058	92.97%	1,289	7.03%	0	121	16,014	19	1,044	8	853	11	400	12	34	17	2	54	26.24	2.96	36.17	5.72	22.47	2.27
(V15) (657) Marion, IL	25,880	22,607	87.35%	3,273	12.65%	26	75	20,478	24	2,129	40	1,602	10	1,629	1	29	0	13	0	29.36	3.10	46.93	6.87	24.88	4.40
(V15) (657) Poplar Bluff, MO	12,315	11,303	91.78%	1,012	8.22%	8	4	10,500	4	803	0	813	0	181	0	16	0	2	0	24.38	3.31	29.93	6.62	33.19	2.66
(V15) (657) St. Louis, MO	59,548	55,423	93.07%	4,125	6.93%	5	5	49,690	2	5,733	2	2,090	0	584	1	574	0	877	0	29.39	2.18	61.67	6.30	20.74	5.04
(V16) (502) Alexandria, LA	27,748	24,881	89.67%	2,867	10.33%	0	228	23,172	13	1,709	10	1,798	28	796	23	63	10	210	144	32.87	2.44	46.81	12.56	31.96	2.68
(V16) (520) Gulf Coast HCS, MS	54,576	44,211	81.01%	10,365	18.99%	40	113	39,813	42	4,398	10	6,567	41	2,786	10	797	7	215	3	41.56	14.57	46.71	9.42	33.20	5.07
(V16) (564) Fayetteville, AR	41,859	37,202	88.87%	4,657	11.13%	7	0	34,363	0	2,839	0	2,673	0	1,304	0	282	0	398	0	26.87	2.93	41.50	6.17	46.76	3.71
(V16) (580) Houston, TX	110,802	98,823	89.19%	11,979	10.81%	24	2	92,229	2	6,294	0	7,455	0	3,079	0	601	0	844	0	38.60	5.44	42.69	4.30	34.40	2.48
(V16) (586) Jackson, MS	42,977	39,189	91.19%	3,788	8.81%	7	81	37,137	30	2,052	2	2,481	20	981	10	147	5	179	14	43.27	4.93	46.18	2.56	23.14	1.50
(V16) (598) Little Rock, AR	58,880	58,880	100.00%	0	0.00%	24	12	54,657	4	4,223	0	3,466	1	1,340	1	291	6	205	0	39.52	7.67	40.73	3.08	30.70	6.86
(V16) (623) Muskogee, OK	23,398	21,453	91.69%	1,945	8.31%	0	37	19,675	5	1,778	6	1,586	7	348	14	10	3	1	2	30.00	4.15	31.33	4.56	31.04	3.39
(V16) (629) New Orleans, LA	38,853	32,765	84.33%	6,088	15.67%	16	59	28,364	14	4,401	17	3,724	24	2,325	4	28	0	11	0	31.77	12.27	40.41	11.82	31.40	5.49
(V16) (635) Oklahoma City, OK	39,530	33,886	85.72%	5,644	14.28%	35	82	30,633	58	3,253	10	3,345	6	1,953	4	241	2	105	2	37.42	3.99	51.06	7.98	26.78	1.34
(V16) (667) Shreveport, LA	43,054	39,921	92.72%	3,133	7.28%	48	3	37,712	3	2,209	0	1,968	0	812	0	184	0	169	0	40.11	6.76	42.12	2.95	30.98	2.64
(V17) (549) Dallas, TX	96,905	87,880	90.69%	9,025	9.31%	25	2	81,381	2	6,499	0	6,632	0	1,982	0	250	0	181	0	32.54	5.00	39.23	4.45	29.38	4.16
(V17) (671) San Antonio, TX	59,147	52,258	88.35%	6,889	11.65%	4	4	47,162	17	5,096	12	5,238	0	1,584	0	66	0	1	0	34.56	5.75	33.99	6.14	31.13	7.46
(V17) (674) Temple, TX	87,872	77,627	88.34%	10,245	11.66%	23	0	70,760	0	6,867	0	6,514	0	2,880	0	479	0	362	0	55.38	11.74	37.27	6.31	27.21	9.68
(V17) (740) VA Texas Valley Coastal Bend HCS	18,719	14,612	78.06%	4,107	21.94%	39	21	12,760	4	1,852	4	1,844	4	1,416	2	731	7	116	0	47.93	23.75	54.21	10.18	29.35	11.09
(V18) (501) New Mexico HCS	46,770	38,551	82.43%	8,219	17.57%	25	150	34,317	130	4,234	7	3,809	7	3,507	2	806	3	97	1	49.49	14.84	52.22	10.31	37.77	8.06
(V18) (504) Amarillo, TX	20,215	19,122	94.59%	1,093	5.41%	3	8	18,303	8	819	0	613	0	284	0	112	0	84	0	34.40	1.86	36.64	2.40	75.92	0.73
(V18) (519) Big Spring, TX	8,764	8,087	92.28%	677	7.72%	47	165	7,227	73	850	47	375	32	141	9	89	1	72	3	23.97	5.16	40.56	8.00	31.04	5.61
(V18) (644) Phoenix, AZ	69,277	59,437	85.80%	9,840	14.20%	15	30	52,242	11	7,195	6	5,577	10	2,483	1	1,138	1	642	1	37.18	8.48	44.53	16.17	35.22	5.17
(V18) (649) Northern Arizona HCS	13,981	11,873	84.92%	2,108	15.08%	12	153	10,936	11	937	10	1,376	11	653	23	56	17	23	81	39.06	7.80	51.30	12.00	30.30	0.24
(V18) (678) Southern Arizona HCS	44,934	41,571	92.52%	3,363	7.48%	1	65	38,562	13	3,009	5	2,153	10	774	13	284	21	152	3	36.96	5.77	31.24	3.74	32.75	5.97
(V18) (756) El Paso, TX	32,467	27,878	85.87%	4,589	14.13%	13	40	24,814	34	3,064	0	2,299	4	1,408	1	668	1	214	0	31.19	9.76	48.54	6.29	38.37	16.19
(V19) (436) Fort Harrison, OH	20,050	18,638	93.08%	1,412	7.03%	6	24	15,027	7	1,811	2	1,941	12	831	1	297	2	143	0	54.66	16.56	34.83	4.41	39.05	3.72
(V19) (442) Cheyenne, WY	13,449	11,535	85.77%	1,914	14.23%	5	158	10,632	79	903	30	758	41	1,058	7	86	1	12	0	25.48	3.03	56.52	5.73	27.13	3.77
(V19) (554) Denver, CO	64,316	54,657	84.98%	9,659	15.02%	23	2,146	49,310	547	5,347	332	5,892	744	2,264	320	1,071	106	432	97	50.83	5.38	49.67	7.94	35.53	12.80
(V19) (575) Grand Junction, CO	8,700	8,028	92.28%	672	7.72%	4	10	7,493	0	545	3	530	6	109	1	22	0	11	0	31.63	2.75	36.03	4.60	34.98	3.05
(V19) (660) Salt Lake City, UT	29,802	24,836	83.34%	4,966	16.66%	27	755	22,132	331	2,704	89	3,160	184	1,565	104	206	22	35	25	52.99	9.17	42.22	8.34	23.22	2.46
(V19) (666) Sheridan, WY	4,850	4,305	88.76%	545	11.24%	8	0	3,800	0	506	0	468	0	117	0	22	0	0	0	44.75	11.22	35.98	4.00	30.74	1.83
(V20) (463) Anchorage, AK	6,058	5,691	93.94%	367	6.06%	24	38	5,095	14	596	12	317	5	41	5	6	2	3	0	27.80	1.57	28.35	1.84	22.96	0.37
(V20) (531) Boise, ID	15,278	12,897	84.42%	2,381	15.58%	9	709	11,660	159	1,237	162	1,372	190	481	48	324	25	204	23	23.24	1.38	53.59	10.61	29.49	1.55
(V20) (648) Portland, OR	72,547	64,982	89.57%	7,565	10.43%	4	484	59,068	55	5,914	64	4,912	198	1,754	19	364	12	535	136	50.12	10.79	51.41	5.02	31.19	1.41
(V20) (653) Roseburg, OR	22,802	19,981	87.63%	2,821	12.37%	5	1,058	18,404	305	1,577	160	1,561	109	626	146	47	488	371	48	48.59	4.41	49.68	6.98	44.05	1.52
(V20) (663) VA Puget Sound, WA	69,013	60,678	87.92%	8,335	12.08%	3	105	55,551	17	5,027	13	5,609	8	2,242	15	346	17	138	35	39.35	6.00	49.35	7.28	28.91	1.78
(V20) (668) Spokane, WA	23,120	20,408	88.27%	2,712	11.73%	13	46	19,338	37	1,070	6	1,444	3	755	0	327	0	186	0	30.10	3.50	62.13	4.17	83.79	4.30
(V20) (687) Walla Walla, WA	8,108	7,070	87.20%	1,038	12.80%	2	64	6,371	16	699	1	493	16	446	5	79	16	20	0	20.79	4.35	55.58	13.84	35.51	1.49
(V20) (692) White City, OR	13,159	11,654	88.56%	1,505	11.44%	7	499	11,028	82	626	62	798	262	503	62	127	3	77	28	41.86	7.21	51.70	5.03	47.75	2.92
(V21) (358) Manila, PI	1,365	1,187	86.96%	178	13.04%	1	6	997	0	190	3	140	3	35	0	2	0	1	0	36.18	7.24	28.42	6.34	37.98	6.67
(V21) (491) Honolulu, HI	15,247	13,885	91.07%	1,362	8.93%	67	44	12,800	37	1,085	0	829	0	426	1	85	0	22	6	41.92	4.22	43.88	1.29	28.72	1.80
(V21) (570) Fresno, CA	16,507	13,862	83.98%	2,645	16.02%	2	0	12,641	0	1,221	0	1,692	0	682	0	191	0	80	0	22.31	0.59	42.74	13.49	20.70	1.61
(V21) (612) N. California, CA	67,517	57,851	85.68%	9,666	14.32%	9	571	52,362	166	5,489	150	6,693	142	2,038	91	766	6	169	16	32.07	3.76	39.98	9.59	28.98	1.54
(V21) (640) Palo Alto, CA	54,354	49,209	90.53%	5,145	9.47%	61	404	44,805	48	4,404	39	3,502	66	1,065	77	317	96	261	78	35.65	6.13	39.04	6.02	23.60	3.41
(V21) (654) Reno, NV	28,966	24,312	83.93%	4,654	16.07%	33	47	21,729	4	2,583	4	2,654	32	1,363	0	605	4	142	1	67.50	11.68	41.99	13.98	29.84	3.74
(V21) (662) San Francisco, CA	31,028	27,364	88.19%	3,664	11.81%	11	194	24,788	97	2,576	21	2,515													

Facility (Data On 9/1/14)	Total Appts Scheduled ¹	Appts scheduled 30 Days or under ²	Percent Appts scheduled 30 Days or under ³	Appts scheduled over 30 Days ⁴	Percent Appts scheduled over 30 Days ⁵	New Enrollee Appt Request ⁶	EWL Count ⁷	Appts Between 0 - 14 Days ⁸	EWL 0 - 14 Days ⁹	Appts Between 15 - 30 Days ¹⁰	EWL 15-30 Days ¹¹	Appts Between 31 - 60 days ¹²	EWL 31-60 Days ¹³	Appts Between 61 - 90 Days ¹⁴	EWL 61-90 Days ¹⁵	Appts Between 91 - 120 Days ¹⁶	EWL 91-120 Days ¹⁷	Appts Beyond 120 Days ¹⁸	EWL greater than 120 Days ¹⁹	New Patient PC Avg Wait Time ²⁰	Established Patient PC Avg Wait Time ²¹	New Patient SC Avg Wait Time ²²	Established Patient SC Avg Wait Time ²³	New Patient MH Avg Wait Time ²⁴	Established Patient MH Avg Wait Time ²⁵
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4. Appointments scheduled over 30 Days: Number of appointments scheduled 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 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 9/1/2014.
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 + EWL 91-120 Days + EWL>120 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).
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). Pending Appointment Wait Time Averages data is reported bi-weekly. Completed Appointments Wait Time Averages data is reported on a monthly basis.
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. Pending Appointment Wait Time Averages data is reported bi-weekly. Completed Appointments Wait Time Averages data is reported on a monthly basis.
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). Pending Appointment Wait Time Averages data is reported bi-weekly. Completed Appointments Wait Time Averages data is reported on a monthly basis.
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. Pending Appointment Wait Time Averages data is reported bi-weekly. Completed Appointments Wait Time Averages data is reported on a monthly basis.
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). Pending Appointment Wait Time Averages data is reported bi-weekly. Completed Appointments Wait Time Averages data is reported on a monthly basis.
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. Pending Appointment Wait Time Averages data is reported bi-weekly. Completed Appointments Wait Time Averages data is reported on a monthly basis.
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. PENDING: 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 future Primary Care (PC) appointment.
21. PENDING: Established Patient PC Avg Wait Time: Average waiting time for an established patient for a future Primary Care (PC) appointment.
22. PENDING: 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 future Specialty Care (SC) appointment.
23. PENDING: Established Patient SC Avg Wait Time: Average waiting time for an established patient for a future Specialty Care (SC) appointment.
24. PENDING: 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 future Mental Health (MH) appointment.
25. PENDING: Established Patient MH Avg Wait Time: Average waiting time for an established patient for a future Mental Health (MH) appointment.