

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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
(V01) (402) Togus, ME	47,698	44,660	93.63%	3,038	6.37%	141	6	43,113	0	1,547	0	1,239	0	636	0
(V01) (405) White River Junction, VT	29,415	27,831	94.61%	1,584	5.39%	116	2	26,488	2	1,343	0	587	0	469	0
(V01) (518) Bedford, MA	8,466	7,931	93.68%	535	6.32%	633	142	7,078	4	853	3	381	6	107	3
(V01) (523) VA Boston HCS, MA	96,474	92,856	96.25%	3,618	3.75%	182	384	88,787	67	4,069	34	2,001	51	907	42
(V01) (608) Manchester, NH	20,514	19,376	94.45%	1,138	5.55%	98	118	18,278	26	1,098	0	717	0	338	1
(V01) (631) VA Central Western Massachusetts HCS	27,850	24,023	86.26%	3,827	13.74%	57	41	22,270	10	1,753	13	1,542	11	1,093	4
(V01) (650) Providence, RI	35,757	33,656	94.12%	2,101	5.88%	160	229	32,056	202	1,600	14	1,234	1	469	0
(V01) (689) VA Connecticut HCS, CT	49,127	46,604	94.86%	2,523	5.14%	374	59	43,414	30	3,190	2	1,462	1	414	4
(V02) (528) Albany, NY	34,640	32,623	94.18%	2,017	5.82%	675	3	31,224	3	1,399	0	887	0	691	0
(V02) (528) Bath, NY	14,542	13,486	92.74%	1,056	7.26%	17	18	13,083	18	403	0	579	0	352	0
(V02) (528) Canandaigua, NY	20,087	19,059	94.88%	1,028	5.12%	52	6	18,062	5	997	0	671	0	231	1
(V02) (528) Syracuse, NY	50,508	45,901	90.88%	4,607	9.12%	554	60	43,148	17	2,753	19	2,431	19	1,190	3
(V02) (528) Western New York, NY	46,359	43,684	94.23%	2,675	5.77%	1,064	1	41,438	1	2,246	0	2,059	0	363	0
(V03) (526) Bronx, NY	21,288	20,095	94.40%	1,193	5.60%	205	25	18,700	6	1,395	4	1,000	2	160	0
(V03) (561) New Jersey HCS, NJ	46,023	41,350	89.85%	4,673	10.15%	402	67	38,193	16	3,157	7	3,008	7	1,126	2
(V03) (620) VA Hudson Valley HCS, NY	21,772	20,490	94.11%	1,282	5.89%	50	9	18,827	9	1,663	0	1,135	0	132	0
(V03) (630) New York Harbor HCS, NY	50,515	48,674	96.36%	1,841	3.64%	176	2	46,269	2	2,405	0	1,557	0	198	0
(V03) (632) Northport, NY	39,286	36,956	94.07%	2,330	5.93%	129	354	34,908	106	2,048	248	1,763	0	395	0
(V04) (460) Wilmington, DE	25,101	22,775	90.73%	2,326	9.27%	175	41	21,682	12	1,093	2	1,665	2	422	2
(V04) (503) Altoona, PA	30,647	29,757	97.10%	890	2.90%	151	54	28,803	43	954	11	529	0	239	0
(V04) (529) Butler, PA	24,568	24,347	99.10%	221	0.90%	41	17	24,062	17	285	0	149	0	25	0
(V04) (540) Clarksburg, WV	19,958	18,723	93.81%	1,235	6.19%	19	0	18,215	0	508	0	399	0	258	0
(V04) (542) Coatesville, PA	8,626	8,444	97.89%	182	2.11%	101	0	7,946	0	498	0	128	0	20	0
(V04) (562) Erie, PA	12,739	12,147	95.35%	592	4.65%	43	0	11,553	0	594	0	400	0	81	0
(V04) (595) Lebanon, PA	43,770	40,037	91.47%	3,733	8.53%	160	1	38,502	1	1,535	0	2,018	0	1,007	0
(V04) (642) Philadelphia, PA	63,911	55,913	87.49%	7,998	12.51%	328	426	51,218	115	4,695	94	3,588	97	2,379	41
(V04) (646) Pittsburgh, PA	70,322	66,210	94.15%	4,112	5.85%	491	3	63,861	3	2,349	0	2,345	0	1,191	0
(V04) (693) Wilkes-Barre, PA	27,483	26,523	96.51%	960	3.49%	162	0	25,445	0	1,078	0	536	0	211	0
(V05) (512) Baltimore HCS, MD	53,819	47,836	88.88%	5,983	11.12%	956	350	44,169	103	3,667	30	3,115	60	1,813	52
(V05) (613) Martinsburg, WV	40,486	38,029	93.93%	2,457	6.07%	60	44	35,468	21	2,561	2	1,522	6	589	4
(V05) (688) Washington, DC	41,723	37,105	88.93%	4,618	11.07%	863	569	32,830	367	4,275	198	3,453	1	1,000	0
(V06) (517) Beckley, WV	16,523	15,060	91.15%	1,463	8.85%	29	79	13,910	6	1,150	13	1,038	17	265	17
(V06) (558) Durham, NC	60,038	51,391	85.60%	8,647	14.40%	376	303	48,611	275	2,780	7	3,570	7	3,210	8
(V06) (565) Fayetteville, NC	47,388	35,139	74.15%	12,249	25.85%	2,144	830	30,965	82	4,174	87	4,928	205	5,467	100
(V06) (590) Hampton, VA	25,102	22,133	88.17%	2,969	11.83%	502	3	20,682	1	1,451	0	1,378	2	987	0
(V06) (637) Asheville, NC	36,825	33,074	89.81%	3,751	10.19%	131	0	30,830	0	2,244	0	1,896	0	1,000	0
(V06) (652) Richmond, VA	66,379	57,924	87.26%	8,455	12.74%	975	59	53,856	51	4,068	2	4,321	3	2,435	3
(V06) (658) Salem, VA	43,179	39,354	91.14%	3,825	8.86%	89	6	37,190	6	2,164	0	1,977	0	1,335	0

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(V06) (659) Salisbury, NC	85,082	75,813	89.11%	9,269	10.89%	678	139	71,559	22	4,254	11	4,778	34	2,693	11
(V07) (508) Atlanta, GA	112,551	100,726	89.49%	11,825	10.51%	7,152	180	94,939	95	5,787	34	5,622	51	4,521	0
(V07) (509) Augusta, GA	39,116	35,827	91.59%	3,289	8.41%	134	3	32,880	3	2,947	0	1,859	0	793	0
(V07) (521) Birmingham, AL	55,511	51,808	93.33%	3,703	6.67%	298	3	49,268	1	2,540	1	1,862	0	994	0
(V07) (534) Charleston, SC	45,669	40,399	88.46%	5,270	11.54%	1,152	1	38,446	1	1,953	0	2,762	0	1,814	0
(V07) (544) Columbia, SC	78,657	64,925	82.54%	13,732	17.46%	2,606	197	60,616	24	4,309	13	6,256	6	5,216	1
(V07) (557) Dublin, GA	22,900	19,698	86.02%	3,202	13.98%	366	4	18,220	0	1,478	1	2,326	1	487	2
(V07) (619) Central Alabama Veterans HCS, AL	31,863	25,784	80.92%	6,079	19.08%	154	319	23,570	101	2,214	37	2,842	132	1,604	32
(V07) (679) Tuscaloosa, AL	7,055	6,517	92.37%	538	7.63%	49	37	6,130	0	387	3	320	0	81	0
(V08) (516) Bay Pines, FL	116,267	106,157	91.30%	10,110	8.70%	1,193	712	100,831	323	5,326	189	5,170	46	2,463	33
(V08) (546) Miami, FL	59,333	51,890	87.46%	7,443	12.54%	265	1,159	48,154	710	3,736	33	3,964	118	2,016	123
(V08) (548) West Palm Beach, FL	67,885	64,613	95.18%	3,272	4.82%	426	28	62,494	5	2,119	4	1,804	7	1,056	12
(V08) (573) Gainesville, FL	158,801	135,686	85.44%	23,115	14.56%	3,051	4,006	125,448	638	10,238	735	11,571	1,007	8,121	378
(V08) (672) San Juan, PR	125,074	118,554	94.79%	6,520	5.21%	55	87	115,101	52	3,453	9	3,697	6	1,596	12
(V08) (673) Tampa, FL	97,659	86,206	88.27%	11,453	11.73%	238	565	82,163	222	4,043	51	4,371	52	4,110	38
(V08) (675) Orlando, FL	104,054	94,536	90.85%	9,518	9.15%	45	2,115	89,753	684	4,783	529	5,152	339	2,685	175
(V09) (581) Huntington, WV	23,995	21,360	89.02%	2,635	10.98%	56	47	20,079	16	1,281	17	1,901	10	591	4
(V09) (596) Lexington, KY	32,846	30,562	93.05%	2,284	6.95%	98	734	26,773	257	3,789	203	1,359	95	708	27
(V09) (603) Louisville, KY	46,920	43,498	92.71%	3,422	7.29%	176	595	41,284	397	2,214	36	1,810	38	593	17
(V09) (614) Memphis, TN	48,901	42,962	87.86%	5,939	12.14%	272	308	40,142	188	2,820	0	3,305	2	2,302	1
(V09) (621) Mountain Home, TN	67,668	60,879	89.97%	6,789	10.03%	111	1,128	58,690	477	2,189	95	3,057	95	2,228	65
(V09) (626) Middle Tennessee HCS, TN	123,553	110,668	89.57%	12,885	10.43%	469	4,530	106,759	519	3,909	575	4,629	649	3,902	1,167
(V10) (538) Chillicothe, OH	16,950	15,917	93.91%	1,033	6.09%	13	98	14,783	28	1,134	10	720	23	170	4
(V10) (539) Cincinnati, OH	42,274	38,113	90.16%	4,161	9.84%	66	19	36,383	14	1,730	1	1,980	3	885	0
(V10) (541) Cleveland, OH	69,916	64,906	92.83%	5,010	7.17%	252	34	60,134	3	4,772	2	4,191	1	622	2
(V10) (552) Dayton, OH	25,834	23,975	92.80%	1,859	7.20%	72	14	21,865	14	2,110	0	1,304	0	504	0
(V10) (757) Columbus, OH	36,760	32,409	88.16%	4,351	11.84%	114	26	29,704	25	2,705	0	3,263	0	663	1
(V11) (506) Ann Arbor, MI	50,019	44,257	88.48%	5,762	11.52%	1,161	440	42,009	124	2,248	126	2,655	27	1,898	47
(V11) (515) Battle Creek, MI	22,509	20,161	89.57%	2,348	10.43%	138	49	18,495	7	1,666	6	1,998	20	281	14
(V11) (550) Danville, IL	19,150	18,137	94.71%	1,013	5.29%	122	19	17,256	17	881	1	740	0	135	0
(V11) (553) Detroit, MI	42,502	38,355	90.24%	4,147	9.76%	232	930	36,901	563	1,454	52	2,289	104	1,076	60
(V11) (583) Indianapolis, IN	55,441	48,884	88.17%	6,557	11.83%	173	253	45,240	132	3,644	37	3,568	26	2,123	58
(V11) (610) Northern Indiana HCS, IN	30,677	27,720	90.36%	2,957	9.64%	56	20	25,397	5	2,323	0	2,138	3	373	3
(V11) (655) Saginaw, MI	27,291	25,681	94.10%	1,610	5.90%	110	61	24,227	45	1,454	7	1,132	6	323	2
(V12) (537) Jesse Brown VAMC (Chicago), IL	32,213	30,308	94.09%	1,905	5.91%	64	1	29,086	1	1,222	0	1,222	0	496	0
(V12) (556) Captain James A Lovell FHCC	10,688	10,506	98.30%	182	1.70%	53	50	9,065	50	1,441	0	173	0	9	0
(V12) (578) Hines, IL	53,645	47,818	89.14%	5,827	10.86%	140	0	45,332	0	2,486	0	3,808	0	1,963	0
(V12) (585) Iron Mountain, MI	11,969	11,375	95.04%	594	4.96%	45	75	10,455	4	920	18	428	15	102	10

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(V12) (607) Madison, WI	32,486	30,100	92.66%	2,386	7.34%	140	204	28,603	53	1,497	6	1,646	24	406	9
(V12) (676) Tomah, WI	15,561	14,738	94.71%	823	5.29%	31	252	14,082	28	656	33	586	93	190	53
(V12) (695) Milwaukee, WI	59,568	53,930	90.54%	5,638	9.46%	234	69	51,206	22	2,724	31	3,346	3	1,413	8
(V15) (589) Columbia, MO	61,675	58,738	95.24%	2,937	4.76%	71	3	57,535	1	1,203	2	1,422	0	613	0
(V15) (589) Eastern KS HCS, KS	37,393	34,113	91.23%	3,280	8.77%	341	6	32,359	6	1,754	0	1,813	0	1,091	0
(V15) (589) Kansas City, MO	34,514	30,678	88.89%	3,836	11.11%	188	197	28,713	32	1,965	28	1,968	43	966	30
(V15) (589) Wichita, KS	18,336	16,780	91.51%	1,556	8.49%	636	104	15,886	6	894	45	1,026	50	401	1
(V15) (657) Marion, IL	27,300	24,279	88.93%	3,021	11.07%	494	3	22,860	3	1,419	0	1,620	0	1,313	0
(V15) (657) Poplar Bluff, MO	11,002	9,892	89.91%	1,110	10.09%	102	16	9,080	2	812	0	858	0	166	0
(V15) (657) St. Louis, MO	61,802	55,198	89.31%	6,604	10.69%	1,354	47	50,211	8	4,987	5	2,750	12	1,203	10
(V16) (502) Alexandria, LA	27,962	24,373	87.16%	3,589	12.84%	400	693	22,599	231	1,774	162	1,856	135	1,300	16
(V16) (520) Gulf Coast HCS, MS	48,578	41,866	86.18%	6,712	13.82%	1,373	409	37,786	376	4,080	3	3,936	17	2,196	13
(V16) (564) Fayetteville, AR	42,225	38,952	92.25%	3,273	7.75%	131	268	36,454	63	2,498	10	1,792	61	827	42
(V16) (580) Houston, TX	118,698	109,114	91.93%	9,584	8.07%	459	433	105,208	431	3,906	2	4,052	0	3,340	0
(V16) (586) Jackson, MS	42,698	38,630	90.47%	4,068	9.53%	68	57	36,681	16	1,949	1	2,387	6	1,100	9
(V16) (598) Little Rock, AR	62,603	57,926	92.53%	4,677	7.47%	224	158	53,742	158	4,184	0	2,922	0	1,087	0
(V16) (623) Muskogee, OK	22,595	21,057	93.19%	1,538	6.81%	158	195	19,652	15	1,405	34	1,190	40	343	35
(V16) (629) New Orleans, LA	35,489	32,004	90.18%	3,485	9.82%	237	424	29,087	423	2,917	1	2,171	0	1,287	0
(V16) (635) Oklahoma City, OK	37,270	31,239	83.82%	6,031	16.18%	170	25	28,370	9	2,869	4	3,872	5	1,746	4
(V16) (667) Shreveport, LA	44,001	41,525	94.37%	2,476	5.63%	125	5	39,611	1	1,914	1	1,331	0	677	1
(V17) (549) Dallas, TX	95,514	81,091	84.90%	14,423	15.10%	893	439	75,413	61	5,678	4	7,550	257	4,394	61
(V17) (671) San Antonio, TX	55,524	51,174	92.17%	4,350	7.83%	837	2	48,667	2	2,507	0	3,198	0	979	0
(V17) (674) Temple, TX	91,927	81,152	88.28%	10,775	11.72%	561	257	75,699	140	5,453	101	6,575	3	2,558	10
(V17) (740) VA Texas Valley Coastal Bend HCS	16,789	14,020	83.51%	2,769	16.49%	507	176	13,504	66	516	19	692	31	408	1
(V18) (501) New Mexico HCS	45,093	39,438	87.46%	5,655	12.54%	1,034	1,047	35,797	818	3,641	33	2,683	177	2,031	3
(V18) (504) Amarillo, TX	20,862	19,658	94.23%	1,204	5.77%	63	41	18,676	18	982	15	819	4	257	0
(V18) (519) Big Spring, TX	9,821	8,640	87.97%	1,181	12.03%	85	363	7,775	282	865	19	770	13	249	22
(V18) (644) Phoenix, AZ	62,485	52,926	84.70%	9,559	15.30%	1,075	1,715	47,832	493	5,094	314	5,622	478	2,575	230
(V18) (649) Northern Arizona HCS	12,898	11,443	88.72%	1,455	11.28%	139	1,115	10,570	317	873	285	1,019	236	331	179
(V18) (678) Southern Arizona HCS	49,517	45,694	92.28%	3,823	7.72%	141	132	43,708	104	1,986	12	1,670	0	1,513	0
(V18) (756) El Paso, TX	34,620	28,569	82.52%	6,051	17.48%	1,155	331	26,762	302	1,807	2	1,725	13	2,327	1
(V19) (436) Fort Harrison, MT	20,435	18,362	89.86%	2,073	10.14%	122	0	16,883	0	1,479	0	1,251	0	521	0
(V19) (442) Cheyenne, WY	13,708	12,070	88.05%	1,638	11.95%	38	178	11,193	127	877	30	807	20	762	1
(V19) (554) Denver, CO	66,115	57,226	86.56%	8,889	13.44%	703	1,632	52,579	886	4,647	349	5,371	185	1,907	95
(V19) (575) Grand Junction, CO	8,406	7,687	91.45%	719	8.55%	26	115	7,206	63	481	17	421	23	224	11
(V19) (660) Salt Lake City, UT	28,850	24,410	84.61%	4,440	15.39%	792	447	22,193	319	2,217	25	2,477	44	1,544	20
(V19) (666) Sheridan, WY	4,783	4,418	92.37%	365	7.63%	33	0	3,965	0	453	0	256	0	83	0
(V20) (463) Anchorage, AK	6,261	5,690	90.88%	571	9.12%	137	38	5,270	23	420	2	461	3	102	0

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(V20) (531) Boise, ID	15,242	12,921	84.77%	2,321	15.23%	39	1,613	11,826	259	1,095	308	1,302	295	801	218
(V20) (648) Portland, OR	71,017	63,443	89.33%	7,574	10.67%	116	3,212	58,077	804	5,366	355	4,122	391	1,317	415
(V20) (653) Roseburg, OR	22,892	19,281	84.23%	3,611	15.77%	45	3,464	17,637	568	1,644	456	1,770	663	823	376
(V20) (663) VA Puget Sound, WA	70,057	61,973	88.46%	8,084	11.54%	482	1,279	56,982	143	4,991	158	5,387	414	1,736	214
(V20) (668) Spokane, WA	22,473	19,489	86.72%	2,984	13.28%	232	1,593	18,481	285	1,008	117	1,441	275	880	357
(V20) (687) Walla Walla, WA	7,877	7,042	89.40%	835	10.60%	63	341	6,452	210	590	40	520	22	236	16
(V20) (692) White City, OR	10,452	9,165	87.69%	1,287	12.31%	32	73	8,833	58	332	7	444	7	389	1
(V21) (358) Manila, PI	1,000	889	88.90%	111	11.10%	6	4	694	0	195	0	77	0	33	0
(V21) (459) Honolulu, HI	14,201	12,519	88.16%	1,682	11.84%	1,966	1,068	11,608	82	911	49	999	92	349	123
(V21) (570) Fresno, CA	17,169	14,216	82.80%	2,953	17.20%	120	933	13,085	325	1,131	72	890	234	1,369	64
(V21) (612) N. California, CA	58,568	51,023	87.12%	7,545	12.88%	1,594	2,414	46,260	822	4,763	694	5,365	536	1,653	203
(V21) (640) Palo Alto, CA	53,287	47,690	89.50%	5,597	10.50%	530	541	43,203	69	4,487	28	3,976	118	1,137	113
(V21) (654) Reno, NV	21,878	18,597	85.00%	3,281	15.00%	98	225	16,856	200	1,741	15	1,627	3	998	2
(V21) (662) San Francisco, CA	29,433	26,501	90.04%	2,932	9.96%	1,177	416	24,735	324	1,766	13	1,646	28	859	23
(V22) (593) Las Vegas, NV	55,274	49,087	88.81%	6,187	11.19%	123	2,234	46,522	1,625	2,565	104	3,448	334	1,869	160
(V22) (600) Long Beach, CA	49,577	46,567	93.93%	3,010	6.07%	2,187	877	44,080	272	2,487	215	1,803	164	578	84
(V22) (605) Loma Linda, CA	58,449	52,707	90.18%	5,742	9.82%	148	1,408	49,581	1,010	3,126	85	3,526	135	1,652	50
(V22) (664) San Diego, CA	65,764	58,208	88.51%	7,556	11.49%	830	334	53,461	307	4,747	5	3,923	6	2,129	11
(V22) (691) Greater Los Angeles HCS	85,816	75,482	87.96%	10,334	12.04%	500	48	70,346	23	5,136	9	5,901	13	2,433	0
(V23) (437) Fargo, ND	19,100	16,956	88.77%	2,144	11.23%	144	0	15,719	0	1,237	0	1,252	0	646	0
(V23) (438) Sioux Falls, SD	20,551	18,245	88.78%	2,306	11.22%	373	99	16,672	52	1,573	34	1,232	6	733	2
(V23) (568) Black Hills HCS, SD	14,470	13,287	91.82%	1,183	8.18%	196	15	12,444	2	843	7	844	5	126	0
(V23) (618) Minneapolis, MN	80,226	74,110	92.38%	6,116	7.62%	1,396	25	71,011	4	3,099	3	3,272	3	2,258	5
(V23) (636) Central Iowa, IA	19,207	17,614	91.71%	1,593	8.29%	274	52	16,178	16	1,436	6	1,195	10	246	6
(V23) (636) Iowa City, IA	32,568	29,438	90.39%	3,130	9.61%	107	36	27,609	22	1,829	2	1,480	0	656	3
(V23) (636) Nebraska-W Iowa, NE	32,824	30,223	92.08%	2,601	7.92%	606	229	28,614	114	1,609	36	1,480	62	898	15
(V23) (656) St. Cloud, MN	37,616	35,090	93.28%	2,526	6.72%	472	10	33,405	9	1,685	0	1,618	0	709	1
Grand Total: 5/15/2014	5,990,458	5,399,329	90.13%	591,129	9.87%	63,869	57,436	5,068,553	20,904	330,776	8,039	321,685	9,206	167,345	5,913

- Total Appointments Scheduled:** Every scheduled appointment at that facility except surgery and procedures.
- 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).
- 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].
- 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).
- 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].
- New Enrollee Appointment Request (NEAR) List:** Total number of newly enrolled Veteran that have requested an appointment during the enrollment process during the past 10 years for whom an appointment has not yet been scheduled.
- 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].
- 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).

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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
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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).
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. PROSPECTIVE: 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. PROSPECTIVE: Established Patient PC Avg Wait Time: Average waiting time for an established patient for a future Primary Care (PC) appointment.
22. PROSPECTIVE: 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. PROSPECTIVE: Established Patient SC Avg Wait Time: Average waiting time for an established patient for a future Specialty Care (SC) appointment.
24. PROSPECTIVE: 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. PROSPECTIVE: Established Patient MH Avg Wait Time: Average waiting time for an established patient for a future Mental Health (MH) appointment.

Initial data published for 5/15/14 contained accurate data except for the count and percent of appointments less than 30 days. The timeliness for new patients were erroneously computed using the "desired data" for the Veterans' appointment versus the date the appointment was initially created. The net effect of this error is that, as published, the 6/9/14 report represents 6.7% more appointments occurring within 30 days. This current posting of data corrects this error.

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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
(V01) (402) Togus, ME	490	0	673	6	39.14	1.32	52.86	3.41	24.33	1.39
(V01) (405) White River Junction, VT	234	0	294	0	33.63	1.19	52.30	4.42	27.34	1.26
(V01) (518) Bedford, MA	25	2	22	124	12.20	1.12	38.48	8.64	35.54	3.72
(V01) (523) VA Boston HCS, MA	321	19	389	171	54.88	1.69	53.09	3.52	27.36	3.02
(V01) (608) Manchester, NH	67	60	16	31	16.95	1.05	38.06	3.75	25.95	3.00
(V01) (631) VA Central Western Massachusetts HCS	854	3	338	0	72.21	10.77	70.35	9.05	27.06	3.04
(V01) (650) Providence, RI	167	0	231	12	75.51	3.84	34.78	4.41	30.92	5.05
(V01) (689) VA Connecticut HCS, CT	269	7	378	15	22.48	1.39	36.65	3.52	21.16	4.14
(V02) (528) Albany, NY	339	0	100	0	35.72	0.79	47.68	2.09	22.83	3.24
(V02) (528) Bath, NY	108	0	17	0	32.78	2.47	52.88	5.49	32.55	0.07
(V02) (528) Canandaigua, NY	77	0	49	0	66.80	2.77	36.18	2.71	18.10	1.21
(V02) (528) Syracuse, NY	579	0	407	2	52.89	2.58	50.70	9.20	33.54	0.85
(V02) (528) Western New York, NY	127	0	126	0	29.29	2.26	40.25	2.49	32.66	4.94
(V03) (526) Bronx, NY	26	1	7	12	31.42	2.38	32.33	2.39	31.13	1.54
(V03) (561) New Jersey HCS, NJ	291	4	248	31	25.21	1.00	46.52	4.36	27.43	1.53
(V03) (620) VA Hudson Valley HCS, NY	12	0	3	0	28.80	3.41	32.05	2.75	23.51	2.15
(V03) (630) New York Harbor HCS, NY	56	0	30	0	30.37	0.77	27.06	2.02	27.41	1.11
(V03) (632) Northport, NY	121	0	51	0	26.94	3.43	40.25	4.02	22.39	0.92
(V04) (460) Wilmington, DE	126	7	113	16	64.61	1.78	44.80	2.86	28.34	1.48
(V04) (503) Altoona, PA	53	0	69	0	37.85	2.69	43.33	3.01	29.70	2.65
(V04) (529) Butler, PA	30	0	17	0	32.75	0.43	32.68	0.68	24.45	0.77
(V04) (540) Clarksburg, WV	284	0	294	0	13.05	3.23	64.06	1.56	68.50	1.38
(V04) (542) Coatesville, PA	16	0	18	0	16.89	1.17	23.39	1.94	31.04	0.65
(V04) (562) Erie, PA	54	0	57	0	22.16	0.88	33.17	2.32	50.66	0.22
(V04) (595) Lebanon, PA	415	0	293	0	25.66	1.12	54.43	2.61	27.08	1.54
(V04) (642) Philadelphia, PA	1,123	33	908	46	41.71	2.67	63.26	9.61	40.90	3.24
(V04) (646) Pittsburgh, PA	405	0	171	0	57.79	1.34	45.37	3.30	30.83	1.06
(V04) (693) Wilkes-Barre, PA	59	0	154	0	19.51	0.72	29.21	1.19	22.46	0.26
(V05) (512) Baltimore HCS, MD	845	24	210	81	84.44	4.21	46.42	5.34	31.91	2.80
(V05) (613) Martinsburg, WV	231	7	115	4	47.71	3.10	35.37	5.81	30.47	2.04
(V05) (688) Washington, DC	108	1	57	2	38.05	6.48	38.05	3.95	36.85	7.33
(V06) (517) Beckley, WV	142	19	18	7	37.28	2.91	41.56	4.72	39.79	3.39
(V06) (558) Durham, NC	838	3	1,029	3	59.87	5.00	65.18	4.92	69.46	3.77
(V06) (565) Fayetteville, NC	1,315	43	539	313	87.62	28.54	64.10	9.66	29.25	2.82
(V06) (590) Hampton, VA	420	0	184	0	46.51	4.15	57.69	3.93	35.32	1.34
(V06) (637) Asheville, NC	662	0	193	0	25.27	3.74	53.34	4.25	36.04	3.67
(V06) (652) Richmond, VA	1,075	0	624	0	72.95	4.77	56.99	5.53	31.53	4.01
(V06) (658) Salem, VA	405	0	108	0	35.57	2.26	54.65	5.26	31.79	1.06

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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
(V06) (659) Salisbury, NC	1,043	16	755	45	29.34	2.36	55.07	4.31	33.54	5.82
(V07) (508) Atlanta, GA	564	0	1,118	0	65.91	5.80	54.51	4.05	26.37	2.00
(V07) (509) Augusta, GA	297	0	340	0	28.19	2.21	55.67	4.84	51.47	0.29
(V07) (521) Birmingham, AL	260	0	587	1	24.73	0.67	49.44	2.39	30.87	1.08
(V07) (534) Charleston, SC	617	0	77	0	44.73	1.70	52.62	2.82	34.80	1.57
(V07) (544) Columbia, SC	1,500	2	760	151	71.76	8.00	65.95	9.22	45.01	3.64
(V07) (557) Dublin, GA	264	0	125	0	59.10	5.76	46.69	5.41	47.56	2.65
(V07) (619) Central Alabama Veterans HCS, AL	1,084	6	549	11	74.22	5.15	64.90	6.64	52.80	14.05
(V07) (679) Tuscaloosa, AL	124	0	13	34	43.63	2.01	48.80	0.87	17.61	0.64
(V08) (516) Bay Pines, FL	967	18	1,510	103	51.48	2.88	51.54	4.58	42.03	2.14
(V08) (546) Miami, FL	1,088	115	375	60	49.70	5.68	56.30	5.47	24.56	1.47
(V08) (548) West Palm Beach, FL	349	0	63	0	30.53	0.66	44.10	2.11	27.18	0.48
(V08) (573) Gainesville, FL	2,556	208	867	1,040	49.78	4.96	57.36	9.78	33.43	1.91
(V08) (672) San Juan, PR	676	7	551	1	64.43	1.87	44.20	2.40	49.94	1.86
(V08) (673) Tampa, FL	1,792	29	1,180	173	30.41	1.85	62.67	6.69	23.79	3.33
(V08) (675) Orlando, FL	876	130	805	258	40.66	1.25	52.46	4.43	32.09	0.58
(V09) (581) Huntington, WV	129	0	14	0	29.34	5.09	42.23	3.55	25.12	1.41
(V09) (596) Lexington, KY	134	17	83	135	59.18	5.57	35.11	5.84	41.64	4.08
(V09) (603) Louisville, KY	441	20	578	87	25.06	3.45	50.73	3.79	20.20	2.35
(V09) (614) Memphis, TN	113	0	219	117	48.75	2.01	49.11	2.76	35.60	1.69
(V09) (621) Mountain Home, TN	975	47	529	349	65.62	4.67	68.30	2.93	34.99	2.03
(V09) (626) Middle Tennessee HCS, TN	2,280	252	2,074	1,368	60.62	3.37	72.54	1.97	41.68	2.49
(V10) (538) Chillicothe, OH	117	14	26	19	24.84	2.54	38.33	3.01	31.39	2.59
(V10) (539) Cincinnati, OH	281	1	1,015	0	52.98	1.33	43.14	3.72	23.86	1.05
(V10) (541) Cleveland, OH	102	3	95	23	40.63	1.79	34.33	2.22	29.47	1.23
(V10) (552) Dayton, OH	40	0	11	0	40.85	1.34	35.97	4.01	20.92	1.78
(V10) (757) Columbus, OH	365	0	60	0	35.33	5.70	46.28	5.80	46.78	1.48
(V11) (506) Ann Arbor, MI	953	28	256	88	30.98	2.14	58.45	4.19	28.04	2.68
(V11) (515) Battle Creek, MI	16	2	53	0	29.01	1.24	38.20	5.58	23.19	1.74
(V11) (550) Danville, IL	105	0	33	1	23.19	1.40	40.37	1.79	22.05	1.04
(V11) (553) Detroit, MI	547	79	235	72	33.44	0.73	57.23	1.47	18.76	0.33
(V11) (583) Indianapolis, IN	560	0	306	0	55.23	2.59	32.63	3.44	33.11	2.79
(V11) (610) Northern Indiana HCS, IN	172	2	274	7	34.75	3.29	49.59	5.20	33.31	1.35
(V11) (655) Saginaw, MI	110	0	45	1	23.54	1.21	34.85	2.90	22.17	0.79
(V12) (537) Jesse Brown VAMC (Chicago), IL	170	0	17	0	19.11	0.98	39.77	0.85	23.89	2.04
(V12) (556) Captain James A Lovell FHCC	0	0	0	0	16.42	1.82	20.57	2.94	24.43	2.51
(V12) (578) Hines, IL	38	0	18	0	34.77	1.83	47.21	3.05	19.91	2.21
(V12) (585) Iron Mountain, MI	38	7	26	21	25.81	2.58	36.34	3.33	26.79	1.04

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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
(V12) (607) Madison, WI	170	14	164	98	44.92	1.13	40.83	1.87	25.07	1.55
(V12) (676) Tomah, WI	36	41	11	4	17.38	0.61	39.28	1.87	38.07	1.95
(V12) (695) Milwaukee, WI	519	0	360	5	25.01	0.75	51.28	5.78	50.62	0.62
(V15) (589) Columbia, MO	393	0	509	0	47.30	1.04	65.23	2.83	29.72	1.31
(V15) (589) Eastern KS HCS, KS	366	0	10	0	45.05	1.80	52.39	9.09	35.71	0.93
(V15) (589) Kansas City, MO	480	23	422	41	38.63	1.53	45.92	3.71	42.49	2.98
(V15) (589) Wichita, KS	128	1	1	1	32.93	1.31	44.33	6.36	25.73	2.85
(V15) (657) Marion, IL	64	0	24	0	39.66	2.26	52.06	1.96	27.86	0.92
(V15) (657) Poplar Bluff, MO	63	1	23	13	24.01	2.44	43.32	11.15	33.58	1.84
(V15) (657) St. Louis, MO	834	0	1,817	12	35.61	2.45	86.83	6.21	30.33	4.82
(V16) (502) Alexandria, LA	191	12	242	137	33.45	2.92	56.01	13.08	33.23	2.69
(V16) (520) Gulf Coast HCS, MS	328	0	252	0	44.52	4.94	44.12	6.58	37.88	2.48
(V16) (564) Fayetteville, AR	308	57	346	35	61.51	2.58	44.17	2.91	34.39	4.14
(V16) (580) Houston, TX	803	0	1,389	0	39.81	2.14	56.11	1.09	36.90	0.72
(V16) (586) Jackson, MS	231	3	350	22	37.94	4.67	53.99	2.81	28.78	0.95
(V16) (598) Little Rock, AR	342	0	326	0	57.52	4.10	40.44	3.53	38.41	5.81
(V16) (623) Muskogee, OK	4	44	1	27	30.90	2.63	33.27	2.55	33.74	1.85
(V16) (629) New Orleans, LA	23	0	4	0	43.29	1.60	46.23	3.83	26.75	1.89
(V16) (635) Oklahoma City, OK	143	1	270	2	40.26	2.52	47.89	6.19	43.43	1.97
(V16) (667) Shreveport, LA	213	1	255	1	47.70	3.28	45.79	2.75	30.37	2.69
(V17) (549) Dallas, TX	1,798	53	681	3	63.64	5.59	55.84	6.66	46.23	5.76
(V17) (671) San Antonio, TX	170	0	3	0	37.42	3.20	42.86	1.32	29.70	2.77
(V17) (674) Temple, TX	911	0	731	3	52.26	8.96	55.49	5.90	36.77	3.49
(V17) (740) VA Texas Valley Coastal Bend HCS	1,065	3	604	56	79.29	13.23	126.45	1.14	25.49	2.17
(V18) (501) New Mexico HCS	761	4	180	12	44.51	10.21	58.97	8.19	38.65	5.44
(V18) (504) Amarillo, TX	53	3	75	1	32.32	1.85	40.98	2.53	62.59	1.51
(V18) (519) Big Spring, TX	89	22	73	5	42.34	11.82	58.25	7.73	33.10	4.28
(V18) (644) Phoenix, AZ	981	110	381	90	58.26	3.52	45.75	15.46	38.16	5.92
(V18) (649) Northern Arizona HCS	81	46	24	52	57.61	6.41	40.44	3.23	29.37	1.21
(V18) (678) Southern Arizona HCS	300	0	340	16	28.79	1.45	41.02	1.86	39.39	2.44
(V18) (756) El Paso, TX	1,103	0	896	13	36.28	1.68	87.35	5.35	56.81	14.53
(V19) (436) Fort Harrison, MT	254	0	47	0	46.25	8.43	41.09	2.83	29.62	2.25
(V19) (442) Cheyenne, WY	54	0	15	0	31.43	2.31	49.97	3.57	24.89	1.83
(V19) (554) Denver, CO	1,299	70	312	47	43.50	3.90	53.04	5.29	34.97	10.21
(V19) (575) Grand Junction, CO	40	1	34	0	58.39	4.52	39.63	2.24	47.27	2.91
(V19) (660) Salt Lake City, UT	372	16	47	23	60.13	7.79	44.38	6.30	22.74	2.33
(V19) (666) Sheridan, WY	12	0	14	0	46.51	4.59	40.35	3.80	31.66	3.97
(V20) (463) Anchorage, AK	7	5	1	5	33.38	1.31	37.76	2.89	19.16	0.57

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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
(V20) (531) Boise, ID	115	159	103	374	24.25	1.06	54.33	7.10	28.05	1.43
(V20) (648) Portland, OR	828	310	1,307	937	89.47	10.91	63.48	4.75	30.55	0.89
(V20) (653) Roseburg, OR	341	228	677	1,173	48.05	4.65	70.13	8.07	46.48	2.49
(V20) (663) VA Puget Sound, WA	576	225	385	125	53.35	6.64	49.52	6.95	36.53	1.21
(V20) (668) Spokane, WA	472	147	191	412	32.93	1.23	63.99	4.03	57.64	5.99
(V20) (687) Walla Walla, WA	56	11	23	42	35.09	5.44	52.83	8.90	28.73	1.24
(V20) (692) White City, OR	368	0	86	0	45.98	2.26	77.92	3.23	63.88	2.65
(V21) (358) Manila, PI	1	0	0	4	29.72	6.34	33.32	7.25	28.23	5.09
(V21) (459) Honolulu, HI	103	153	231	569	158.93	4.67	41.03	2.89	31.31	1.68
(V21) (570) Fresno, CA	538	58	156	180	26.00	0.57	60.70	11.95	23.39	1.24
(V21) (612) N. California, CA	380	86	147	73	43.77	3.60	40.54	6.01	23.57	3.07
(V21) (640) Palo Alto, CA	219	103	265	110	40.79	5.06	43.85	5.76	23.98	3.74
(V21) (654) Reno, NV	626	4	30	1	63.33	12.57	47.78	11.55	38.92	1.40
(V21) (662) San Francisco, CA	331	14	96	14	28.45	0.81	50.98	2.88	35.58	1.83
(V22) (593) Las Vegas, NV	784	9	86	2	48.81	3.48	50.18	3.33	45.70	1.44
(V22) (600) Long Beach, CA	252	62	377	80	31.70	1.50	50.88	2.64	38.60	1.71
(V22) (605) Loma Linda, CA	486	27	78	101	43.48	2.37	50.30	4.59	27.95	2.89
(V22) (664) San Diego, CA	594	4	910	1	44.10	3.59	44.14	5.46	34.81	1.04
(V22) (691) Greater Los Angeles HCS	1,114	0	886	3	54.31	4.61	55.13	6.98	40.12	2.20
(V23) (437) Fargo, ND	166	0	80	0	34.28	2.69	42.96	3.42	24.54	0.97
(V23) (438) Sioux Falls, SD	148	0	193	5	37.38	4.05	46.13	6.28	45.95	3.83
(V23) (568) Black Hills HCS, SD	128	0	85	1	37.55	2.36	49.97	4.48	46.28	2.33
(V23) (618) Minneapolis, MN	340	6	246	4	27.66	2.64	50.28	3.78	30.93	0.80
(V23) (636) Central Iowa, IA	50	8	102	6	36.28	6.87	37.28	4.32	25.40	2.16
(V23) (636) Iowa City, IA	643	4	351	5	40.21	4.37	54.11	4.15	42.16	1.49
(V23) (636) Nebraska-W Iowa, NE	183	1	40	1	25.34	2.51	44.13	3.18	25.23	1.18
(V23) (656) St. Cloud, MN	86	0	113	0	26.73	2.87	44.88	4.68	39.02	2.10
Grand Total: 5/15/2014	59,429	3,386	42,670	9,988	51.23	3.56	51.81	4.62	36.14	2.57

- 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 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]
- 6. New Enrollee Appointment Request (NEAR) List:** Total number of newly enrolled Veteran that have requested an appointment during the enrollment process during the past 10 years for whom an appointment has not yet been scheduled.
- 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).

Note: Wait Times Computed using Desired Date and Create Date

Facility (Data On 5/15/14)	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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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).
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. PROSPECTIVE: 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. PROSPECTIVE: Established Patient PC Avg Wait Time: Average waiting time for an established patient for a future Primary Care (PC) appointment.
22. PROSPECTIVE: 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. PROSPECTIVE: Established Patient SC Avg Wait Time: Average waiting time for an established patient for a future Specialty Care (SC) appointment.
24. PROSPECTIVE: 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. PROSPECTIVE: Established Patient MH Avg Wait Time: Average waiting time for an established patient for a future Mental Health (MH) appointment.

Initial data published for 5/15/14 contained accurate data except for the count and percent of appointments less than 30 days. The timeliness for new patients were erroneously computed using the "desired data" for the Veterans' appointment versus the date the appointment was initially created. The net effect of this error is that, as published, the 6/9/14 report represents 6.7% more appointments occurring within 30 days. This current posting of data corrects this error.