



U.S. Department  
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# News Release

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## VA exceeds 1 million video telehealth visits in FY2018

*One-year achievement represents a 19% increase over previous year*

**WASHINGTON** — Today the U.S. Department of Veterans Affairs (VA) announced that it has reached a telehealth milestone, achieving more than 1 million video telehealth visits in one fiscal year (FY18), a 19 percent increase in video telehealth visits over the prior year.

Through video technology, VA health care providers are increasing access to care — diagnosing and managing care remotely for enrolled Veterans across the country.

“VA’s telehealth capabilities are bridging the care gap for many Veterans,” said VA Secretary Robert Wilkie. “This technology gives Veterans access to the timely, quality care they deserve, without having to travel great distances to a VA facility. Time spent traveling is time away from Veterans’ jobs and families.”

Video technologies make it possible for Veterans residing in remote or rural areas to come to many of VA’s community-based outpatient clinics and interact in real-time, through video telehealth, with a specialist physician or another practitioner who may be hundreds or thousands of miles away.

From October 2017 through September 2018, Veterans received VA quality care during approximately 2.3 million episodes of telehealth care.

- About half (1,074,400) were video telehealth encounters, which allows real-time interaction between VA care teams and their Veterans in a clinic or at home.
- The other half of VA telehealth encounters were not real-time, interactive visits; instead, VA staff monitored, screened, assessed Veteran data (e.g., vital signs, sleep studies, etc.) or images (e.g., skin rash, eye disease, etc.) sent by other VA staff in another VA clinic, or sent by a Veteran or caregiver from home.

More than half (582,000) of those video encounters supported Veterans located in rural areas. Additionally, 105,300 of those 1 million-plus video visits were conducted using the [VA Video Connect application](#) on Veterans’ mobile devices or personal computers from their homes or locations of choice.

At more than 900 community-based outpatient facilities, clinicians and Veterans meet through these virtual, real-time visits, providing Veterans care in more than 50 specialties, ranging from mental health to rehabilitation.

For more information on VA’s telehealth programs, visit [www.telehealth.va.gov](http://www.telehealth.va.gov).

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