



U.S. Department
of Veterans Affairs

Fact Sheet

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Patient Access Progress Update Access Spotlight: Mobile Apps Release 25 – July 16, 2015

Summary

In keeping with the commitment to improve transparency in the Department of Veterans Affairs' (VA) processes and in accordance with Section 206 of the Veterans Access, Choice, and Accountability Act of 2014 (VACAA), VA today released the [latest update of facility-level patient access data](#) and is highlighting notable access improvements. In this release, VA is providing one report:

1. Pending Appointments (Snapshot of Data on July 1, 2015)*

Notable Improvements:

- Between June 1, 2014, and July 1, 2015, the Electronic Wait List went from 56,000 appointments to 39,008, a 30 percent reduction.
- VA created nearly 2.9 million authorizations for Veterans to receive care in the private sector between July 1, 2014 and June 30, 2015. This represents a 36 percent increase in authorizations, when compared to the same period in previous years.

Access Spotlight: Mobile Apps

Increasing Veteran Access through Mobile Apps:

- Benefits to Veterans and VA health care teams:
 - Increased communication between Veterans, caregivers and VA health care providers.
 - Provides direct, mobile access to information in VA's Electronic Health Record (EHR).
 - Gives Veterans new opportunities to actively participate in their health care.
- VA App Store (mobile.va.gov/appstore)
 - Currently, more than 15 apps are available to provide Veterans with tools to assist mental health, weight management and other health-related issues.
 - VA's first "connected" apps, Summary of Care, Mobile Blue Button and Launchpad, are in limited release and being tested and evaluated by more than 200 Veterans.
- More than 50 apps focused on the below topics have been developed or are in development:
 - Self-care (PTSD Coach, Pain Coach, ACT Coach, Stay Quit, Mission Health).
 - Self-care + expert care or shared data (Text Messaging, Secure Messaging, MOVE! Coach, My VA Health).
 - Communication (Virtual 311, VA Benefits App, Information App).
 - Transactions (Veteran Appointment Request, Rx Refill, Care4Caregiver).

*Report is created using "Wait Times Calculated Using Preferred Date," which utilizes the date a Veteran prefers to be seen or the date determined to be medically necessary by their clinical provider.