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Telehealth is convenient, accessible, and built to meet Veterans' unique needs.

April 21, 2025

Office of Connected Care

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More veterans are turning to VA telehealth for their care, and for good reason: It's convenient, accessible and built to meet their unique needs.

For Veterans like Victoria Backus, VA telehealth has been successful in part because it's tailored to her. She uses several VA apps to manage her care, including VA Video Connect to meet with her VA providers.

“To get to the closest VA facility, I have to take multiple buses. A reason my health declined was because I wasn't making appointments on a regular basis. VA Video Connect has allowed me to make those appointments and receive a continuity of care,” she said.

So far in fiscal year 2025, more than 2.1 million Veterans have chosen to participate in over 7.7 million episodes of VA telehealth care. This marks a 12% increase in telehealth use by Veterans over last year, highlighting growing enthusiasm for this Veteran centric option.

—and the data reflects it

According to data from the first half of the fiscal year, 91.8% of Veterans who have used telehealth are satisfied with the services, and 89% report trusting it as part of their overall healthcare. One of the most-used VA technologies is the [VA Video Connect app](#), which allows Veterans and their caregivers to meet with providers from anywhere in the U.S. through video. The data shows that 93% of Veterans are satisfied with these video telehealth visits, and 92.3% report trusting telehealth after participating in them. These numbers are rising and exceed Veteran experience feedback in any of the previous four years.

“These numbers are more than just statistics—they represent the positive impact our telehealth providers and services are having on the lives of Veterans,” said Dr. Kevin Galpin, executive director of VA Telehealth Services. “We are honored to help fulfill VA’s commitment to provide world-class services that put the needs of Veterans first.”

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Telehealth has revolutionized health care for Veterans. It has made VA care more accessible, efficient and trusted than ever.

Veterans can use VA telehealth to complement their in-person VA care. Telehealth helps VA deliver critical services to Veterans, including mental health care, primary care and cancer care. Veterans should speak with their VA provider to see whether telehealth is a good fit for their health care needs.

To learn more about telehealth at VA, [visit the VA Telehealth Services website](#).

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5 Comments

William F Newell April 28, 2025 at 12:38

NO BIG OFFENSE!! ABOUT TIME! I TOO HAVE MISSED APPOINTMENTS DUE TO VARIES UNEXPECTED ISSUES WHICH, GIVES THE OUTWARD APPEARANCES OF NOT CARING! HOWEVER THE VA (COMPUTER CONNECTIONS NEEDS TO HAVE A COMPUTER EXPERT LOOK AT THE SYSTEM! THERE ARE TIMES WHEN THE HEALTH CARE TEAM CANNOT SEE THE VETERAN BUT THE VETERAN CAN SEE THE PHYSICIAN????KEEP DOING THE BEST THAT YOU CAN!

Wilkes April 25, 2025 at 12:49

Satisfaction with Telegraph is going up because its better than spending several hours at the VA waiting for ur appointment!! I would rather have a video

appointment so they can tell me the VA does not carry the drugs I need so there is nothing we can help u with! Worthless!

~incoming sarcasism~ Thank You for Your Service

L Fitch April 24, 2025 at 22:04

I'm sure trumpy will be happy. Right before he terminated a few thousand employees.

Jeff April 24, 2025 at 19:04

DOGE/Collins are already making cuts to provider schedules and restricting provision of Telehealth. Why make cuts to something that makes lives easier and makes getting care more convenient for Veterans and families. Why publicize and tout a service that is actively getting cut? Primary Care providers are already being told to restructure their scheduling grids, and have increasingly limited slots for telehealth. Veterans- please make noise if this service has positively impacted your health care experience.

Adam Stump April 21, 2025 at 19:51

Great. I'm sure DOGE Collins will cut those services because he wants to be "more efficient."



Veteran sheds light on the importance of mental health research

An Army Veteran discusses the importance of mental health research and how joining MVP can help improve the future of Veteran mental health care.



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