



U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: September 1–7, 2020

"Americans are coming together to fight COVID-19 in ways they haven't joined together since World War II, and VA is providing vital services to both Veterans and non-Veterans as part of this fight."

VA Secretary Robert Wilkie



VETERAN CARE



VA has tested 632,372* Veterans & employees for COVID-19



VA has diagnosed 54,240* Veterans with COVID-19



9.21M patients currently enrolled in VA health care



10,416 COVID-19 patients admitted to VA facilities

- » **317*** current COVID-19 inpatients
- » **41,820*** COVID-19 patients have reached convalescence



397,400 total VA employees

- » From Mar. 29–Sept. 1, VHA has onboarded **43,799** new hires, including **8,149** registered nurses & nurse practitioners

VIRTUAL CARE

169,271 weekly telehealth to home or off-site visits (from Aug. 23–29)



1,412% increase in home or off-site telehealth visits (from Mar. 1–Aug. 29)

427,216 prescription refill requests placed (Aug. 23–29)

270,809 secure messages exchanged (Aug. 23–29)

3,421,039 authenticated patients (as of July 2020)

MEDIA OUTREACH

VA has published **53** news releases related to COVID-19

Inside Sources (Sept. 4, 2020)

"This Labor Day, Thank VA Employees for Keeping Veterans Safe"

Military.com (Sept. 3, 2020)

"Hundreds of Veterans to Receive Convalescent Plasma in VA Test"

Secretary Wilkie has participated in 175 media opportunities

400 good news stories published

WRBL (Sept. 3, 2020)

"The VA's Home Based Primary Care program goes virtual to help homebound Veterans"

KTBS (Sept. 3, 2020)

"Family members, caregivers allowed to visit Overton Brooks VA"

All figures in the Media Outreach section are from Feb.–Aug.

VETERAN OUTREACH

From Sept. 1–7:

- » VA.gov had **2,775,179** visitors
- » VA.gov/Coronavirus had **8,446** visitors
- » VA.gov/Coronavirus-chatbot had **86,070** visitors

All figures are as of Sept. 7, 2020, unless otherwise noted.

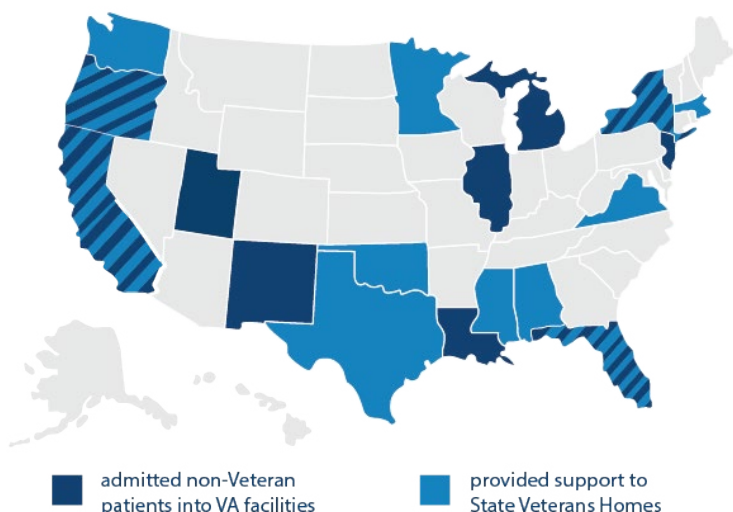
**Figures are as of Sept. 8, 2020.*

VETERAN ENGAGEMENT

44,769 COVID-19 related calls made to VA311 & the White House VA Hotline

30,998 calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

SUPPORT TO STATES & OTHER AGENCIES



343 COVID-19 non-Veteran patients in 11 states

» States supported: NY, NJ, FL, LA, MI, IL, UT, OR, CA, AZ, NM

262 non-Veteran patients discharged home

120 Veterans from **12** State Veterans Homes admitted for care in VHA facilities

» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN

VHAs mobile Vet Center has provided outreach & counseling in **12** states

» States supported: NY, OR, PA, SD, CO, TX, CA, LA, IL, WA, FL, AZ

1,846 VA staff members supporting non-VA facilities

Provided to State Veterans Homes:

- » IA: **100** reusable gowns
- » MN: **25** COVID-19 collection kits
- » NJ: **162** nurses to support operations

Provided up to **30** beds to patients in Portland, OR

Distributed **100** masks to tribal Veterans between the Cheyenne & Standing Rock Reservations

SUPPORT TO NON-VA NURSING HOMES

Providing support to **81** nursing homes in FL with **207** nurses & certified nursing assistants caring for an estimated **8,771** patients

Admitted **12** Veteran patients from community nursing homes

» States supported: RI, CA



VETERANS BENEFITS ADMINISTRATION (VBA)

21,395 calls received at VBA National Call Center related to COVID-19 (since Mar. 1)

84,362 VA Video Connect appointments conducted for VA benefits

2,327,995 Veterans in **43** states & **4** VSOs reached through **62** tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs (since Mar. 1)

BOARD OF VETERANS' APPEALS

Since Mar. 23, the Board of Veterans' Appeals has

- » Held **3,580** virtual hearings
- » Issued **48,663** decisions

All figures are as of Sept. 7, 2020, unless otherwise noted.

NATIONAL CEMETERY ADMINISTRATION



3,093 COVID-19 related Veteran interments

- » **61,147** interments (since Mar. 9)
- » **6,600** Veteran tributes

VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

Veterans Crisis Line: 800-273-8255 & Press 1

VA311: 844-698-2311

Call your VA medical center ([VA.gov/find-locations](https://www.va.gov/find-locations)) before visiting. This helps us protect you, other Veterans & medical staff.

[VA.gov/Coronavirus](https://www.va.gov/Coronavirus)

VA Coronavirus: FAQs page

Download your VA Welcome Kit: [VA.gov/welcome-kit](https://www.va.gov/welcome-kit)

Sign-up for weekly VA e-mail updates at: [VA.gov/VetResources](https://www.va.gov/VetResources)

VA



U.S. Department of Veterans Affairs