



US Department of Veterans Affairs

COVID-19 Pandemic Response

Weekly Report

July 7–July 13, 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 376,523** Veterans and employees for COVID-19 (as of July 13, 2020)



9.21M total patients currently enrolled in VA health care



6,070 patients admitted to VA facilities for COVID-19 (as of July 13, 2020)
» **713** current inpatients with COVID-19



VA has **diagnosed 24,701** Veterans with COVID-19 (as of July 13, 2020)



17,815 patients with COVID-19 have reached convalescence (as of July 13, 2020)

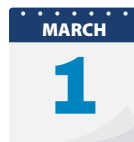


397,400 total VA employees
» VHA onboarded **26,218** new hires from March 29–July 6, 2020
» **5,036** new registered nurses hired from March 29–July 6, 2020

VIRTUAL CARE



138,766 weekly telehealth to home or off-site visits (June 21–27, 2020)



1,140% increase in telehealth to home or off-site visits since March 1 (as of July 13, 2020)



461,634 prescription refill requests placed through My HealtheVet (July 5–11, 2020)



271,858 Secure Messages exchanged through My HealtheVet (July 5–11, 2020)

MEDIA OUTREACH



VA has published **45** news releases related to COVID-19 since February 2020:



"VA offers debt relief to Veterans through year's end"



"Help Heal Veterans donates craft kits to VA hospitals to help provide activities for Veterans who are alone"

Secretary Wilkie has participated in **134** media opportunities since February 2020

270 good news stories have been published since February 2020



The New York Times (July 9, 2020)
"Teletherapy, Popular in the Pandemic, May Outlast It"



AARP (July 9, 2020)
"Father and Son Treated for COVID-19 Together at VA Hospital"

VETERAN OUTREACH



VA has sent **4** batches of text messages (VEText) to VA customers, resulting in **32.2M** total texts with COVID-19 news and resources, including virtual mental health (as of July 13, 2020)



VA.gov/Coronavirus has had **15,073** visitors (July 6–13, 2020)



VA.gov has had **2,236,993** visitors (July 6–13, 2020)

VETERAN ENGAGEMENT



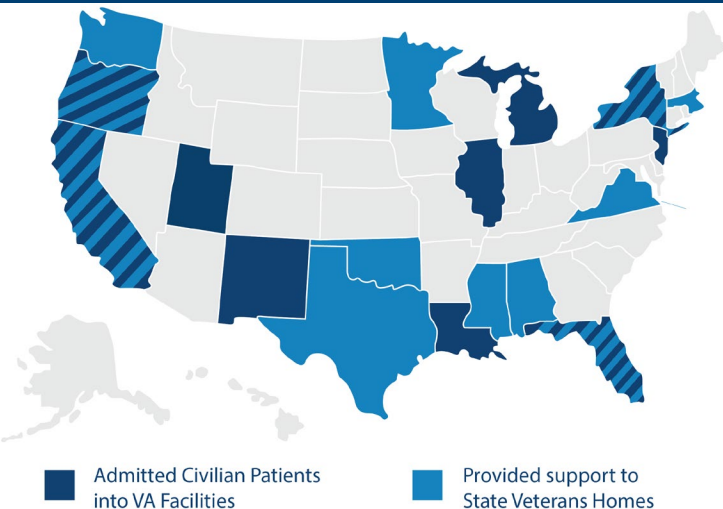
29,437 COVID-19 related calls have been made to VA311 and the White House VA Hotline



19,477 calls have been made to VA's COVID-19 Frequently Asked Questions Hotline (844-698-2311)

All figures listed in the section above are as of July 13, 2020.

SUPPORT TO STATES AND OTHER AGENCIES



750+ VA employees are currently supporting non-VA facilities



120+ Veterans from **12** State Veterans Homes have been admitted for care in VHA facilities
» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN



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



Distributed **100** masks to Tribal Veterans between the Cheyenne and Standing Rock Reservations



Little Rock VAMC has performed more than **1,200** tests for the Arkansas Department of Health (as of June 13, 2020)



Received **5** patients from the Indian Health Service in Gallup, NM to our Albuquerque Medical Center

Unless otherwise noted, all figures listed in the section above are as of July 13, 2020.

SUPPORT TO CIVILIAN NURSING HOMES



Admitted **12** Veteran patients from community nursing homes
» States supported: RI, CA



Providing **29** nurses and CNAs to NH nursing homes



Providing support to **60** nursing homes in FL with **195** nurses and certified nursing assistants (CNAs) caring for an estimated **6,580** patients



Providing **15** nurses and CNAs to support a group home in RI

All figures listed in the section above are as of July 13, 2020.

NATIONAL CEMETERY ADMINISTRATION

VETERANS BENEFITS ADMINISTRATION

BOARD OF VETERANS' APPEALS



2,243 total COVID-19 related Veteran interments
» **37,499** total interments from March 9–July 13, 2020
» **6,400** total Veteran tributes



20,479 calls received at VBA National Call Center related to COVID-19 since March 1



61,246 VA Video Connect appointments conducted for VA benefits



1,419,579 Veterans reached in **35** states through tele-town halls held between March and July to discuss VA's COVID-19 response



1,686 virtual hearings held by the Board of Veterans' Appeals since March 23



33,964 decisions issued by the Board of Veterans' Appeals since March 23

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Call your VA medical center (www.va.gov/find-locations) before going to a clinic, urgent care center, or emergency room. Calling first helps us protect you, other Veteran patients, and medical staff.

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

Veterans Crisis Line at 1-800-273-8255 and Press 1

VA311 (844-698-2311)

www.va.gov/Coronavirus

[VA Coronavirus FAQs page](#)

Download your VA Welcome Kit:

www.va.gov/welcome-kit/

Sign up for weekly VA e-mail updates at:

www.va.gov/VetResources



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