



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

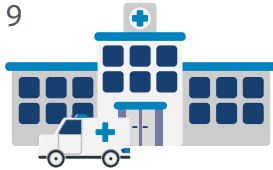
Weekly Report: February 13–19, 2021



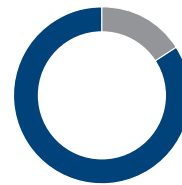
## VETERAN CARE

## VACCINE & TESTING

VA has diagnosed  
**222,715** people  
with COVID-19



**33,962** COVID-19  
patients admitted to  
VA facilities



**1,375,695** people vaccinated  
(at least one dose)

● **1,065,309** Veterans  
● **259,905** employees

**639** current  
COVID-19 inpatients

**205,347** COVID-19 patients  
now in convalescence

**2,764,777**  
tests completed

**80,168** tests processed for states

## VIRTUAL CARE

**210,994** weekly home or off-site  
telehealth visits (Feb. 7–13)



**1,786%**  
increase in home or off-site  
telehealth visits (Mar. 1–Feb. 13)



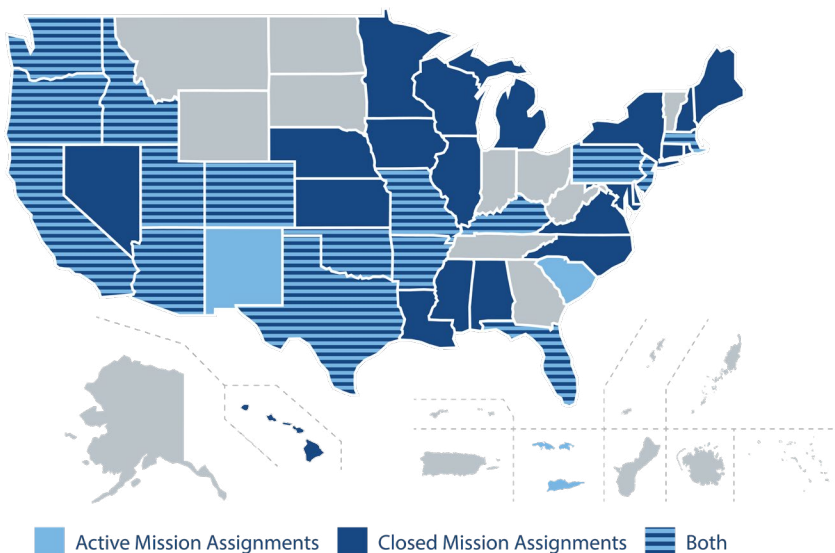
**625,781** secure  
messages exchanged  
last 7 days (as of Feb. 16)

**455,999** prescription refill requests placed  
(from Feb. 7–13)

**3,580,658** authenticated patients (as of Jan. 2021)

## FOURTH MISSION

### Supporting state & local health care systems



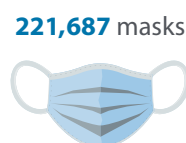
**367** non-Veteran  
patients discharged home

**2,453** VA staff support  
offered to non-VA facilities

**488** COVID-19 non-Veteran patients  
in **15** states (as of Feb. 18)

**1,527** total Veterans admitted to care from  
State Veterans Homes (as of Feb. 18)

Provided **923,638** total pieces of personal  
protective equipment, including:



**221,687** masks



**559,270** gloves

All figures are as of Feb. 19, 2021, unless otherwise noted.

## VETERAN OUTREACH

VA.gov had **3,099,404** visitors last 7 days

VA.gov/Coronavirus had **8,482** visitors\*

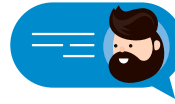
VA.gov/Coronavirus-chatbot had **8,634** visitors\*



\*Veteran Outreach figures are from Feb. 13–19.

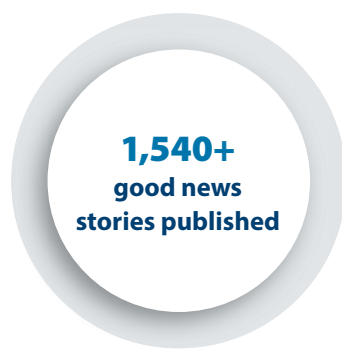
## VETERAN ENGAGEMENT

**2,707** calls to White House VA Hotline



**8,888** calls made to VA's COVID-19 Frequently Asked Questions Hotline (as of Feb. 21)

## MEDIA OUTREACH



**4WWL (Feb. 19, 2021)**

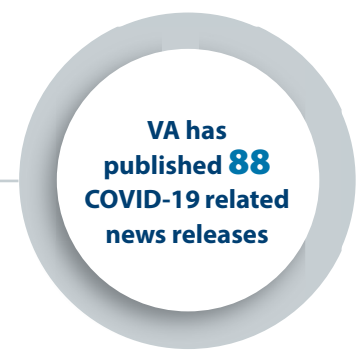
*"Veterans of all ages can receive COVID-19 vaccine at New Orleans VA Medical Center"*

**KSBW (Feb. 18, 2021)**

*"Veterans Affairs' COVID-19 vaccine programs help vaccinate more people"*

**Albany Herald (Feb. 20, 2021)**

*"1 millionth Veteran COVID-19 vaccination administered"*



*"VA offers continued debt relief options to Veterans"*

*"VA, VFW open telehealth access point in rural PN"*

All figures in the Media Outreach section are from Feb. 2020–Feb. 2021

## STAFFING

### 86,409 VHA new hires



**16,356**

registered nurses & nurse practitioners



**70,053**

other hires

Staffing figures are from Mar. 29–Feb. 18.

## BOARD OF VETERANS' APPEALS (BVA)

Held **11,386**  
virtual hearings

Issued **90,425**  
decisions



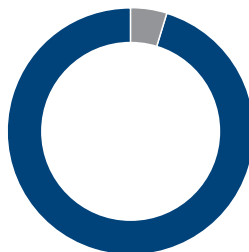
BVA figures are from Mar. 23–Feb. 19.

## NATIONAL CEMETERY ADMINISTRATION

**123,678** Veteran interments (from Mar. 9–Feb. 8)

● **6,011** COVID-19 related interments

● **117,667** other interments



**9,020** Veteran Legacy Memorial posts ([va.gov/remember](https://va.gov/remember)) (as of Feb. 8)

## VETERANS BENEFITS ADMINISTRATION (VBA)

**144,533**

VA Video Connect appointments conducted for VA benefits

(from Mar. 16–Feb. 18)



**24,613**

calls received at VBA National Call Center related to COVID-19 (from Mar. 16–Feb. 18)

All figures are as of Feb. 19, 2021, unless otherwise noted.



1



2



3



4



5



6

### 1) Hundreds of SC Veterans get COVID-19 shots at mass vaccination clinic

Around 1,500 South Carolina Veterans received their first doses of COVID-19 vaccine during a mass vaccination event.

[Read the full story.](#)

### 2) Community partners help with vaccine venues

Providing COVID-19 vaccinations to Veterans in Nebraska & western Iowa has involved a community effort involving many different organizations.

[Read the full story.](#)

### 3) Florida VA health care systems lead nation in vaccinating Veterans

Four of Florida's VA health care systems are leading the nation in administering the most first- & second-dose COVID-19 vaccinations to Veterans.

[Read the full story.](#)

### 4) Bakersfield VA outpatient clinic vaccinating Vets by the hundreds

Air Force & Navy Veteran Victor Mungary, 81, received his second dose of COVID-19 vaccine at a Bakersfield VA outpatient clinic.

[Read the full story.](#)

### 5) VA reaches vaccine administration milestone

The Veterans Health Administration vaccinated its 1 millionth Veteran with their first dose of COVID-19 vaccine.

[Read the full story.](#)

### 6) To vaccinate Veterans, health care workers must cross mountains, plains & tundra

To ensure that rural vets have access to COVID-19 vaccines, VA is relying on a mix of tools.

[Read the full story.](#)

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

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

VA 411: 844-698-2311

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

**VA**



U.S. Department of Veterans Affairs

[VA.gov/Coronavirus](#)

[VA Coronavirus: FAQs page](#)

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

Sign up for weekly VA email updates at: [VA.gov/VetResources](#)