



US Department of Veterans Affairs

COVID-19 Pandemic Response

Weekly Report

June 23–June 29, 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 307,364** Veterans and employees for COVID-19 (as of June 29, 2020)



9.21M total patients currently enrolled in VA health care



5,057 patients admitted to VA facilities for COVID-19 (as of June 29, 2020)
» **530** current inpatients with COVID-19



VA has **diagnosed 18,560** Veterans with COVID-19 (as of June 29, 2020)



13,607 patients with COVID-19 have reached convalescence (as of June 29, 2020)

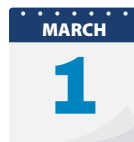


397,400 total VA employees
» VHA onboarded **22,294** new hires from March 29–June 24, 2020
» **4,471** new registered nurses hired from March 29–June 24, 2020

VIRTUAL CARE



137,000 weekly telehealth to home or off-site visits (June 14–20, 2020)



1,124% increase in telehealth to home or off-site visits since March 1 (as of June 27, 2020)



423,771 prescription refill requests placed through My HealtheVet (June 21–27, 2020)



253,437 Secure Messages exchanged through My HealtheVet (as of June 27, 2020)

MEDIA OUTREACH



VA has published **41** news releases related to COVID-19 since February 2020:

Secretary Wilkie has participated in **132** media opportunities since February 2020:



"VA launches COVID-19 screening tool"



"VA honored with ATA Champion Award for telehealth innovation"



WVNSTV (June 25, 2020)

"Beckley VA uses telehealth services to help patients recover"



Altoona Mirror (June 26, 2020)

"VA acting deputy secretary visits Van Zandt Center"

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 June 24, 2020)



VA.gov/Coronavirus has had **13,369** visitors (June 23–29, 2020)



VA.gov has had **2,361,716** visitors (June 23–29, 2020)

VETERAN ENGAGEMENT



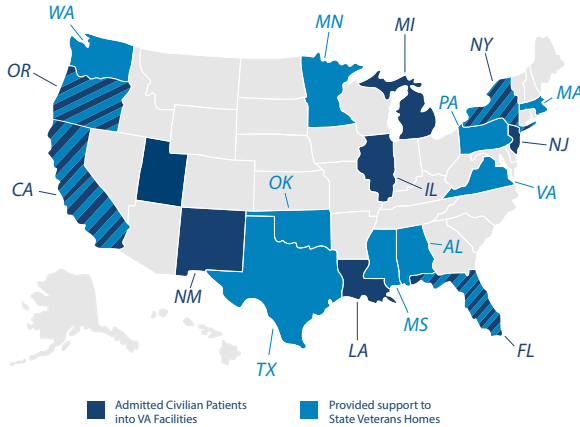
20,049 COVID-19 related calls have been made to VA311 and the White House VA Hotline



16,555 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 June 29, 2020.

SUPPORT TO STATES AND OTHER AGENCIES



Supporting **46** states & **1** District (DC)



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



Providing 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 Gallop, NM to our Albuquerque Medical Center

Unless otherwise noted, all figures listed in the section above are as of June 29, 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 **52** nursing homes in FL with **80** nurses and certified nursing assistants (CNAs) caring for an estimated **6,036** patients



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

All figures listed in the section above are as of June 29, 2020.

NATIONAL CEMETERY ADMINISTRATION



2,093 total COVID-19 related Veteran interments (as of June 29, 2020)

» **32,210** total interments from March 9–June 29, 2020

» **6,300** total Veteran tributes (as of June 29, 2020)



20,017 calls received at VBA National Call Center related to COVID-19 since March 1 (as of June 29, 2020)



56,074 VA Video Connect appointments conducted for VA benefits (as of June 29, 2020)



1,144,192 Veterans reached in **27** states through tele-town halls held between March and June to discuss VA's COVID-19 response (as of June 29, 2020)

BOARD OF VETERANS' APPEALS



1,468 virtual hearings held by the Board of Veterans' Appeals (as of June 29, 2020)



30,477 decisions issued by the Board of Veterans' Appeals since March 23 (as of June 29, 2020)

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



U.S. Department of Veterans Affairs