



US Department of Veterans Affairs

COVID-19 Pandemic Response

Weekly Report

June 9 - June 15, 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 242,515** Veterans and employees for COVID-19 (As of June 15, 2020)



9.21M total patients currently enrolled in VA health care



1,092 current outpatients with COVID-19 (As of June 16, 2020)
» **333** current inpatients with COVID-19



VA has **diagnosed 14,593** Veterans with COVID-19 (As of June 15, 2020)



11,703 patients with COVID-19 have reached convalescence (As of June 15, 2020)

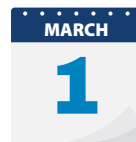


397,400 total VA employees (As of June 16, 2020)
» VHA has onboarded **20,199** new hires since March 29, 2020
» **4,110** new registered nurses hired

VIRTUAL CARE



127,498 weekly telehealth to home or off-site visits (May 31 – June 6, 2020)



1,065% increase in telehealth to home or off-site visits conducted since March 1 (May 31 – June 6, 2020)



419,256 prescription refill requests placed through My HealtheVet (As of June 13, 2020)



237,407 Secure Messages exchanged through My HealtheVet (As of June 13, 2020)

MEDIA OUTREACH



VA has published **37** news releases related to COVID-19 since February:

Secretary Wilkie has participated in **121** media opportunities since February:



"VA Video Connect visits increase 1000% during COVID-19 pandemic"



WSOCTV (June 11, 2020)

"VA works to help veterans impacted by COVID-19"



Federal News Network (June 12, 2020)

"VA says it's now closer to offer more coronavirus testing to its employees"

VETERAN OUTREACH



VA has sent **4** batches of text messages (VEText) to VA customers, resulting in **32.2M** total texts with COVID-19 news & resources, including virtual mental health (As of June 15, 2020)



VA.gov/Coronavirus has had **14,700** visitors (June 9 – 15, 2020)



VA.gov has had **2,224,099** visitors (June 9 – 15, 2020)

VETERAN ENGAGEMENT

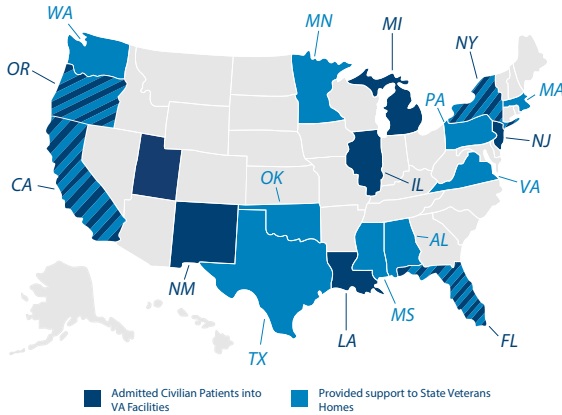


17,772 COVID-19 related calls have been made to VA311 and the White House VA Hotline (As of June 15, 2020)



13,890 calls have been made to VA's COVID-19 Frequently Asked Questions Hotline (844-698-2311) (As of June 15, 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 Veteran 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 5/13



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

All figures listed in the section above are as of June 15, 2020

SUPPORT TO CIVILIAN NURSING HOMES



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



Providing **29** nurses and Certified Nursing Assistants to New Hampshire 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 15, 2020

NATIONAL CEMETERY ADMINISTRATION

VETERANS BENEFITS ADMINISTRATION

BOARD OF VETERANS' APPEALS



1,918 total COVID-19 related Veteran interments (As of June 15, 2020)
» **27,070** total interments from March 9 - June 15
» **5,700** total Veteran tributes (as of June 15, 2020)



19,377 calls received at VBA National Call Center related to COVID-19 since March 1 (As of June 15, 2020)



49,831 total VA Video Connect appointments conducted for VA benefits (As of June 15, 2020)



886,356 Veterans reached in **24** states through tele-town halls held throughout March, April and May to discuss VA's COVID-19 response (As of June 15, 2020)



1,201 virtual hearing have been held by the Board of Veterans' Appeals (As of June 16, 2020)



26,695 decisions have been issued by the Board of Veterans' Appeals since March 23 (As of June 16, 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



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