



# US Department of Veterans Affairs

## COVID-19 Pandemic Response

### Weekly Report

June 29–July 6, 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 338,109** Veterans and employees for COVID-19 (as of July 6, 2020)



**9.21M** total patients currently enrolled in VA health care



**5,541** patients admitted to VA facilities for COVID-19 (as of July 6, 2020)  
» **634** current inpatients with COVID-19



VA has **diagnosed 21,362** Veterans with COVID-19 (as of July 6, 2020)



**15,334** patients with COVID-19 have reached convalescence (as of July 6, 2020)



**397,400** total VA employees  
» VHA onboarded **23,823** new hires from March 29–July 1, 2020  
» **4,719** new registered nurses hired from March 29–July 1, 2020

#### VIRTUAL CARE



**137,800** weekly telehealth to home or off-site visits (June 14–20, 2020)



**1,131%** increase in telehealth to home or off-site visits since March 1 (as of July 6, 2020)



**416,919** prescription refill requests placed through My HealtheVet (June 28–July 4, 2020)



**230,569** Secure Messages exchanged through My HealtheVet (as of July 6, 2020)

#### MEDIA OUTREACH



VA has published **43** news releases related to COVID-19 since February 2020:



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



"VA reinstates in-person services at 100 hospitals across the country"

Secretary Wilkie has participated in **141** media opportunities since February 2020

**250+** good news stories have been published since February 2020



*Herald Mail Media (July 3, 2020)*  
"Team Martinsburg' veterans compete—from home"



*Salisbury Post (July 2, 2020)*  
"Salisbury VA says telehealth usage up 971%"

#### 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 6, 2020)



VA.gov/Coronavirus has had **13,663** visitors (June 29–July 6, 2020)



VA.gov has had **1,956,201** visitors (June 29–July 6, 2020)

## VETERAN ENGAGEMENT



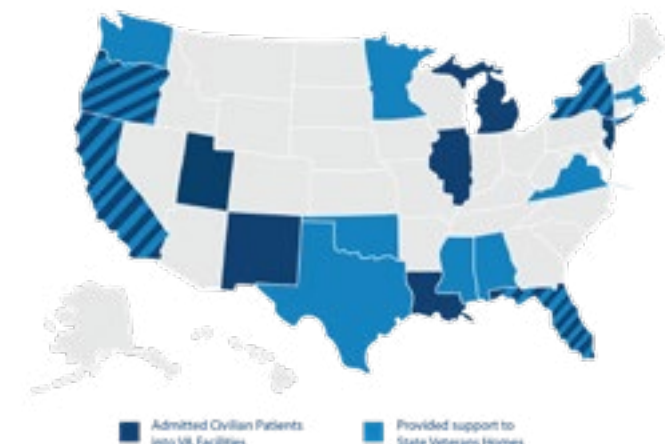
**25,778** COVID-19 related calls have been made to VA311 and the White House VA Hotline



**17,689** 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 6, 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 6, 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 **55** nursing homes in FL with **188** nurses and certified nursing assistants (CNAs) caring for an estimated **6,163** patients



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

*All figures listed in the section above are as of July 6, 2020.*

## NATIONAL CEMETERY ADMINISTRATION

## VETERANS BENEFITS ADMINISTRATION

## BOARD OF VETERANS' APPEALS



**2,157** total COVID-19 related Veteran interments

» **34,719** total interments from March 9–July 6, 2020

» **6,350** total Veteran tributes



**20,237** calls received at VBA National Call Center related to COVID-19 since March 1



**58,379** VA Video Connect appointments conducted for VA benefits



**1,275,747** Veterans reached in **31** states through tele-town halls held between March and June to discuss VA's COVID-19 response



**1,522** virtual hearings held by the Board of Veterans' Appeals



**31,762** decisions issued by the Board of Veterans' Appeals since March 23

*All figures listed in the section above are as of July 6, 2020.*

Call your VA medical center ([www.va.gov/find-locations](http://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](http://www.va.gov/Coronavirus)

[VA Coronavirus FAQs page](#)

Download your VA Welcome Kit:

[www.va.gov/welcome-kit/](http://www.va.gov/welcome-kit/)

Sign up for weekly VA e-mail updates at:

[www.va.gov/VetResources](http://www.va.gov/VetResources)



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