



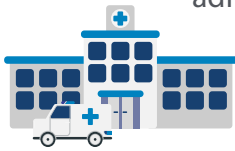
U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: March 20–26, 2021



VETERAN CARE

VA has diagnosed
240,765 people
with COVID-19

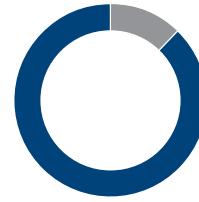


37,036 COVID-19 patients
admitted to VA facilities
(as of Mar. 23, 2021)

335 current
COVID-19 inpatients

225,918 COVID-19 patients
now in convalescence

VACCINE & TESTING



2,375,321 people vaccinated
(at least one dose)

● **2,065,624** Veterans
● **289,259** employees

3,123,172
tests completed



VIRTUAL CARE

201,960 weekly home or off-site
telehealth visits (from Mar. 14–20, 2021)



1,705% increase in home
or off-site telehealth visits
(from Mar. 1, 2020–Mar. 20, 2021)



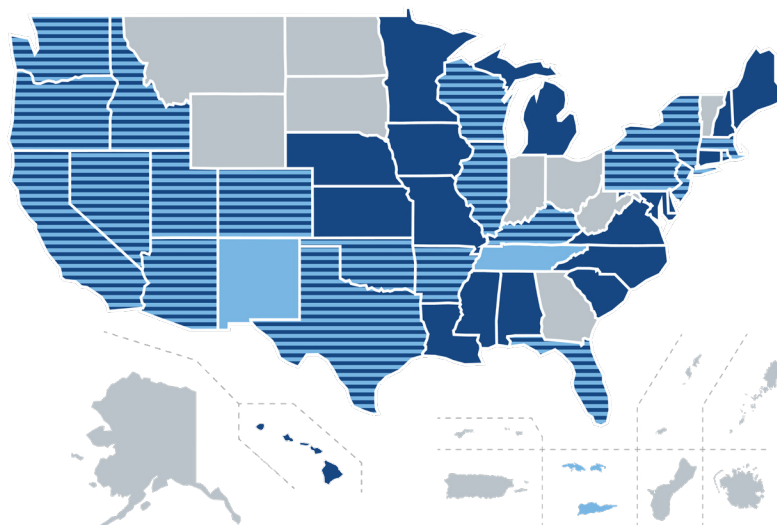
600,771 secure
messages exchanged
(from Mar. 14–20, 2021)

440,248 prescription refill requests placed
(from Mar. 14–20, 2021)

3,609,713 authenticated patients (as of Feb. 28, 2021)

FOURTH MISSION

Supporting state & local health care systems



■ Active Mission Assignments ■ Closed Mission Assignments ■ Both

1,585 Veterans admitted to
care from State Veterans Homes



26 mission assignments
(as of Mar. 23, 2021)

109 completed missions
(as of Mar. 18, 2021)

Provided **923,687** total pieces of personal
protective equipment, including:
(as of Mar. 25, 2021)

221,687 masks



559,270 gloves



VETERAN OUTREACH

VA.gov had **3,368,571** visitors (last 7 days)

VA.gov/Coronavirus had **6,329** visitors*

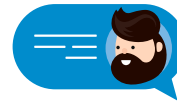
VA.gov/Coronavirus-chatbot had **305,550** visitors*



*Veteran Outreach figures are from Mar. 20–26, 2021.

VETERAN ENGAGEMENT

2,952 calls to White House VA Hotline



4,016 calls made to VA's COVID-19 Frequently Asked Questions Hotline (as of Mar. 28, 2021)

MEDIA OUTREACH

2,140+
good news
stories published

Military.com (Mar. 23, 2021)

"The VA just got \$17 billion in COVID-19 relief money. Here's how they plan to spend it"

Forbes (Mar. 24, 2021)

"Veterans Affairs knows how to distribute the COVID-19 vaccine"

The Columbian (Mar. 21, 2021)

"Letter: Thanks to Veterans Affairs"

VA has
published **97**
COVID-19 related
news releases

"SAVE LIVES Act allows VA to soon provide COVID-19 vaccinations to all Veterans, their spouses & caregivers"

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

STAFFING

BOARD OF VETERANS' APPEALS (BVA)

93,812 VHA new hires



18,088
registered nurses & nurse practitioners



75,724
other hires

Held **13,733**
virtual hearings

Issued **101,986**
decisions



Staffing figures are from Mar. 29, 2020–Mar. 15, 2021.

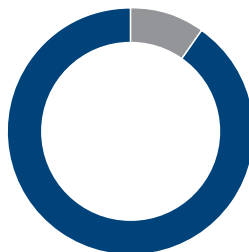
BVA figures are from Mar. 23, 2020–Mar. 29, 2021.

NATIONAL CEMETERY ADMINISTRATION

VETERANS BENEFITS ADMINISTRATION (VBA)

68,403 Veteran interments
(from Mar. 22–26, 2021)

- **6,800** COVID-19 related interments
- **61,603** other interments



9,500 Veteran Legacy Memorial
posts (va.gov/remember)
(as of Mar. 25, 2021)

161,002
VA Video
Connect
appointments
conducted for
VA benefits*



26,399
calls received at
VBA National Call
Center related to
COVID-19
(last 7 days)

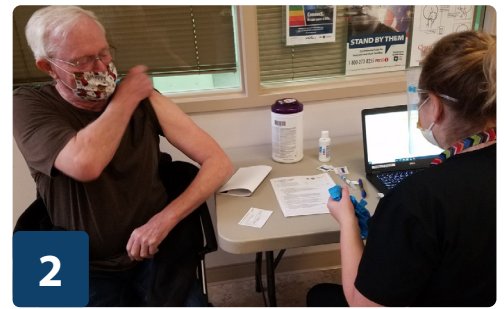
All figures are as of Mar. 26, 2021, unless otherwise noted.

*VBA figures are from Mar. 13, 2020–Mar. 26, 2021.



FAMILY DONATES DRESS BLUES

1



2



3

VET CELEBRATES 98TH BIRTHDAY
FIGHTED B-17 BOMBERS, BEAT COVID-19

6:25
69°

4



5



6

1) Veteran donates dress blues to Marine hospitalized with COVID-19

Marine Veteran Duke Cooper donated his uniform to a fellow Marine who is hospitalized with COVID-19.

[Read the full story.](#)

2) Montana VA creates dedicated phone line for vaccine scheduling

The Montana VA has opened a dedicated phone line for enrolled Veterans to schedule a COVID-19 vaccination.

[Read the full story.](#)

3) WWII Veteran celebrates 98th birthday after surviving COVID-19

Not even COVID-19 could stand in his way of Army Veteran Richard Bushong celebrating his 98th birthday.

[Read the full story.](#)

4) Central Texas VA now offering vaccines to enrolled Veterans of all ages

The Central Texas VA is offering COVID-19 vaccines to enrolled Veterans of all ages with no appointment needed.

[Read the full story.](#)

5) Jackson VA administering about 300 COVID-19 vaccinations a day

The G.V. (Sonny) Montgomery VAMC in Jackson, MS has now opened up its COVID-19 vaccination program to all eligible Veterans.

[Read the full story.](#)

6) Veteran released from hospital after 105-day battle with COVID-19

An Arizona Veteran is home with his family for the first time in more than 100 days—80 of them on a ventilator.

[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.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](#)

VA



U.S. Department of Veterans Affairs