



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

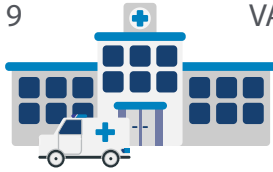
Weekly Report: January 26–February 1, 2021



VETERAN CARE

VACCINE & TESTING

VA has diagnosed
186,174 Veterans
with COVID-19



32,114 COVID-19
patients admitted to
VA facilities (as of Jan. 31)

3,240 current
COVID-19 inpatients

166,642 COVID-19 patients
now in convalescence



799,000+ people vaccinated
(at least one dose) (from Dec. 14–Jan. 31)

- **561,000+** Veterans
- **238,000+** employees

1,317,802
unique people tested

80,012 tests processed for states (as of Jan. 28)

VIRTUAL CARE

170,028 weekly home or off-site
telehealth visits (Jan. 17–23)



1,420%
increase in home or off-site
telehealth visits (Mar. 1–Jan. 23)



360,325 secure
messages exchanged*

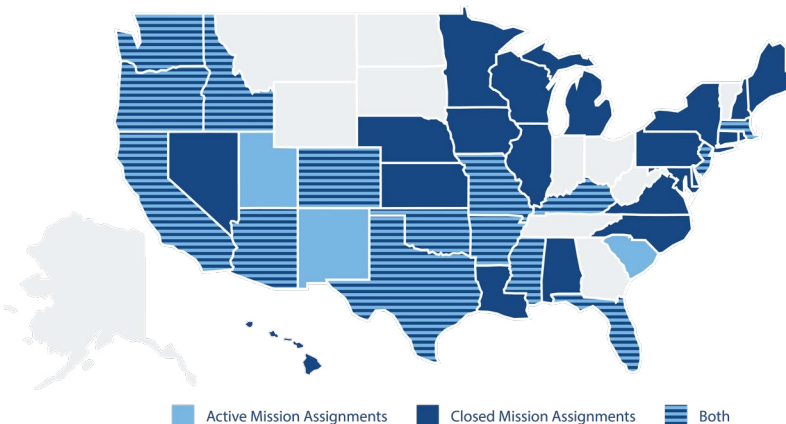
462,950 prescription refill requests placed*

3,546,471 authenticated patients (as of Dec. 2020)

*Virtual Care figures are from Jan. 24–30.

FOURTH MISSION

Supporting state & local health care systems



485 COVID-19 non-Veteran patients
in **15** states (as of Jan. 25)

1,483 Veterans admitted to care from
State Veterans Homes (as of Jan. 25)

Provided **920,125** total pieces of personal
protective equipment (PPE)*, including:

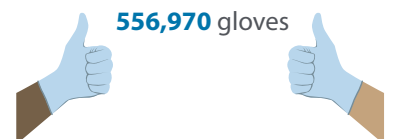
360 non-Veteran
patients discharged
home (as of Jan. 25)

2,417 VA staff
members supporting
non-VA facilities*

221,094 masks



556,970 gloves



*Fourth Mission figures are as of Jan. 28.

All figures are as of Feb. 1, 2021, unless otherwise noted.

VETERAN OUTREACH

VA.gov had **3,717,264** visitors

VA.gov/Coronavirus had **12,563** visitors

VA.gov/Coronavirus-chatbot had **17,500** visitors



Veteran Outreach figures are from Jan. 25–31.

VETERAN ENGAGEMENT

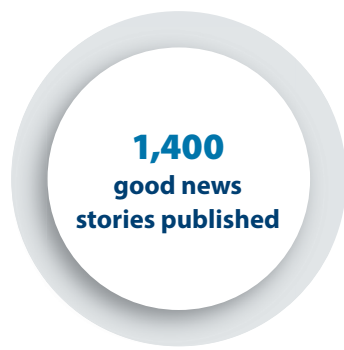
157,037 COVID-19 related calls made to VA 411 & the White House VA Hotline



114,210 calls made to VA's COVID-19 Frequently Asked Questions Hotline

Veteran Engagement figures are as of Jan. 31.

MEDIA OUTREACH



Villages-News (Jan. 29, 2021)

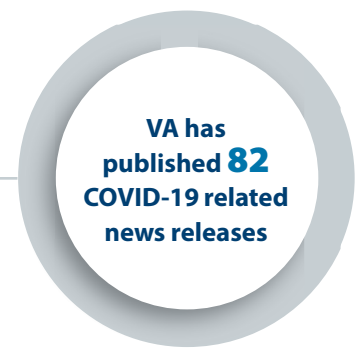
"VA begins offering COVID-19 vaccinations at American Legion Post #347"

WKYC Studios (Jan. 29, 2021)

"VA to vaccinate nearly 4,000 Northeast OH veterans this weekend by appointment"

NJ.com (Jan. 29, 2021)

"Veterans from NJ to get COVID-19 vaccine at pop-up clinics"




"VA flies COVID-19 vaccines to Veterans in rural MO"

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

STAFFING

79,091 total VHA new hires

 **15,064**
registered nurses & nurse practitioners

 **64,027**
other hires

Staffing figures are from Mar. 29–Jan. 21.

BOARD OF VETERANS' APPEALS (BVA)

Held **9,931**
virtual hearings

Issued **84,875**
decisions

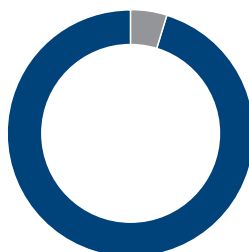


BVA figures are from Mar. 23–Feb. 1.

NATIONAL CEMETERY ADMINISTRATION

119,848 total Veteran interments (from Mar. 9–Feb. 1)

- **5,850** COVID-19 related interments
- **113,998** other interments



9,010 Veteran Legacy Memorial posts (va.gov/remember)
(as of Feb. 1)

All figures are as of Feb. 1, 2021, unless otherwise noted.

VETERANS BENEFITS ADMINISTRATION (VBA)

23,802 calls
received at VBA
National Call Center
related to COVID-19

137,481 VA
Video Connect
appointments
conducted for VA benefits



5,731,926 Veterans in **50** states & **7** VSOs reached through **108** tele-town halls held to discuss VBA's COVID-19 response, Blue Water Navy, VBBP, & Solid Start Programs

*VBA figures are from Mar. 16–Feb. 1.



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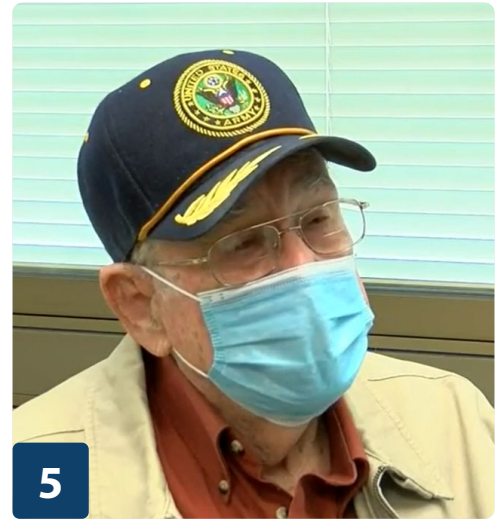
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4



5

1) Delaware Vets get vaccinated

Over 550 doses of COVID-19 vaccine were administered by the Wilmington VA at an outpatient clinic in Dover.

[Read the full story.](#)

2) Columbia VA supports medical center with vaccine freezer

When a local hospital urgently needed a freezer to store COVID vaccine, Columbia VA loaned one within 24 hours.

[Read the full story.](#)

3) Iowa VA vaccinates more than 6,000

More than 6,000 lowans have received COVID-19 vaccinations at Iowa VA medical facilities.

[Read the full story.](#)

4) Baltimore VA vaccinates 1,500

A 99-year-old WWII colonel & identical twins were among Vets vaccinated during a weekend clinic in Baltimore.

[Read the full story.](#)

5) WWII veteran receives final vaccine dose

Lee Moore, 97, was one of 99 Vets to get a second shot of COVID-19 vaccine at Evansville VA.

[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](#)

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