



# U.S. Department of Veterans Affairs

## COVID-19 Pandemic Response

### Weekly Report: August 4–10, 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 514,928 Veterans & employees for COVID-19**



**VA has diagnosed 37,600 Veterans with COVID-19**



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



**8,704** COVID-19 patients admitted to VA facilities

- » **534** current COVID-19 inpatients
- » **31,080** COVID-19 patients have reached convalescence



**397,400** total VA employees

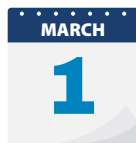
- » From March 29–Aug. 3, VHA has onboarded **34,870** new hires, including **6,553** registered nurses & nurse practitioners

#### VIRTUAL CARE



**152,336** weekly telehealth to home or off-site visits (from July 26–Aug. 1)

**444,871** prescription refill requests placed through My HealtheVet (from Aug. 2–8)



**1,261%** increase in home or off-site telehealth visits since March 1

**266,866** Secure Messages exchanged through My HealtheVet (from Aug. 2–8)

#### MEDIA OUTREACH

VA has published **50** news releases related to COVID-19:

*"VA responds to COVID-19 with schedule revisions to electronic health record implementation"*

*"New data shows Veterans' increased use of online VA health care tools during COVID-19 pandemic"*

**Secretary Wilkie has participated in 157 media opportunities**

**360** good news stories published

*Infection Control Today (Aug. 3, 2020)*

*"When COVID Came Calling, Telemedicine Answered"*

*The Daily Iberian (Aug. 9, 2020)*

*"Seven nurses arrive at IMC to help staff during COVID-19"*

*All figures in the Media Outreach section are from Feb.–Aug.*

#### VETERAN OUTREACH

VA has sent **4** batches of text messages (VEText), resulting in **32.2M** total texts

From Aug. 4–10:

- » VA.gov had **2,393,796** visitors
- » VA.gov/Coronavirus had **119,744** visitors
- » VA.gov/Coronavirus-chatbot had **71,810** visitors

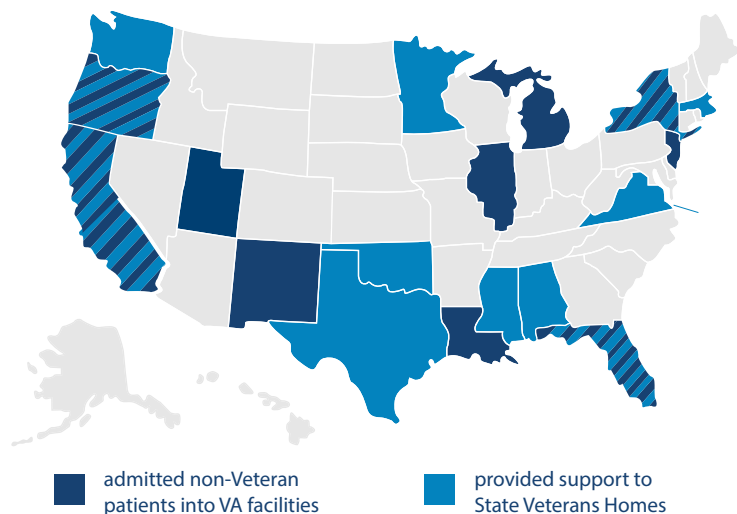
*All figures are as of August 10, 2020, unless otherwise noted.*

## VETERAN ENGAGEMENT

**39,306** COVID-19 related calls made to VA311 & the White House VA Hotline

**25,530** calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

## SUPPORT TO STATES & OTHER AGENCIES



### 340 COVID-19 non-Veteran patients in 11 states

» States supported: NY, NJ, FL, LA, MI, IL, UT, OR, CA, AZ, NM

### 248 non-Veteran patients discharged home

**120+** Veterans from **12** State Veterans Homes admitted for care in VHA facilities

» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN

VHAs mobile Vet Center has provided outreach & counseling in **12** states

» States supported: NY, OR, PA, SD, CO, TX, CA, LA, IL, WA, FL, AZ

**1,556** VA staff members supporting non-VA facilities

Provided to State Veterans Homes:

» IA: **100** reusable gowns  
» MN: **25** COVID-19 collection kits  
» NJ: **162** nurses to support operations

Provided up to **30** beds to patients in Portland, OR

Distributed **100** masks to tribal Veterans between the Cheyenne & Standing Rock Reservations

## SUPPORT TO CIVILIAN NURSING HOMES

Providing support to **72** nursing homes in FL with **201** nurses & CNAs caring for an estimated **7,864** patients

Admitted **12** Veteran patients from community nursing homes

» States supported: RI, CA



## VETERANS BENEFITS ADMINISTRATION (VBA)

**21,043** calls received at VBA National Call Center related to COVID-19 (since March 1)

**73,287** VA Video Connect appointments conducted for VA benefits

**1,983,725** Veterans in **37** states reached through **47** tele-town halls held to discuss Blue Water Navy, VBBP & Solid Start programs (from March–Aug.)

## BOARD OF VETERANS' APPEALS

Since March 23, the Board of Veterans' Appeals has

» Held **2,629** virtual hearings  
» Issued **41,498** decisions



## NATIONAL CEMETERY ADMINISTRATION

**2,685** COVID-19 related Veteran interments

» **49,416** interments (from March 9–Aug. 10)  
» **6,450** Veteran tributes

*All figures are as of August 10, 2020, unless otherwise noted.*

VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

Veterans Crisis Line: 800-273-8255 & Press 1

VA311: 844-698-2311

Call your VA medical center ([VA.gov/find-locations](https://www.va.gov/find-locations)) before visiting. This helps us protect you, other Veterans & medical staff.

[VA.gov/Coronavirus](https://www.va.gov/Coronavirus)

VA Coronavirus: FAQs page

Download your VA Welcome Kit: [VA.gov/welcome-kit](https://www.va.gov/welcome-kit)

Sign-up for weekly VA e-mail updates at: [VA.gov/VetResources](https://www.va.gov/VetResources)

**VA**



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