



US Department of Veterans Affairs

COVID-19 Pandemic Response

Weekly Report

July 20–July 27, 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 449,501** Veterans and employees for COVID-19



9.21M total patients currently enrolled in VA health care



7,209 patients admitted to VA facilities for COVID-19
» **661** current inpatients with COVID-19



VA has **diagnosed 31,247** Veterans with COVID-19



24,048 patients with COVID-19 have reached convalescence

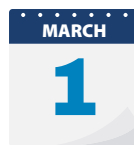


397,400 total VA employees
» From March 29–July 21, VHA has onboarded **5,274** new registered nurses and **30,025** new hires

VIRTUAL CARE



147,589 weekly telehealth to home or off-site visits (from July 19–25)



1,218% increase in telehealth to home or off-site visits since March 1



441,014 prescription refill requests placed through My HealtheVet (from July 19–25)



273,455 Secure Messages exchanged through My HealtheVet (from July 19–25)

MEDIA OUTREACH



VA has published **47** news releases related to COVID-19 since February 2020:



"VA and partner agencies announce COVID-19 Insights Partnership"

Secretary Wilkie has participated in **152** media opportunities since February 2020

320 good news stories published since February 2020



Military.com (July 26, 2020)

"Back from the Brink: 4 Veterans Who Beat COVID-19 Tell Their Stories"

The Washington Post (July 26, 2020)

"Veterans turning more toward telehealth for VA care"

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



VA.gov/Coronavirus has had **15,648** visitors (from July 20–27)



VA.gov has had **2,240,152** visitors (from July 20–27)

Unless otherwise noted, all figures listed in this document are as of July 27, 2020.

VETERAN ENGAGEMENT

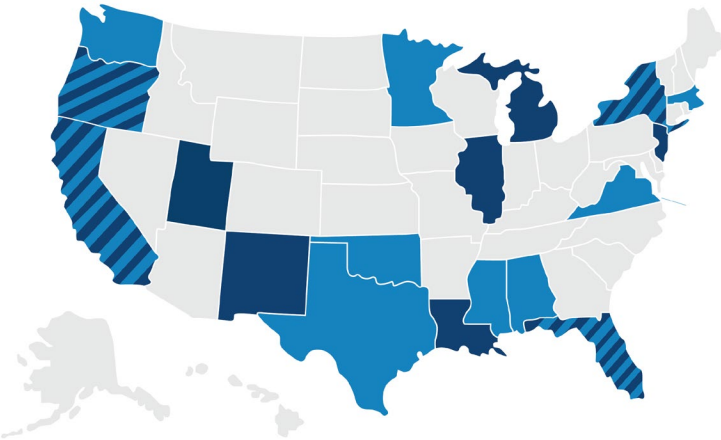


34,499 COVID-19 related calls made to VA311 and the White House VA Hotline



22,757 calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

SUPPORT TO STATES AND OTHER AGENCIES



Admitted Civilian Patients into VA Facilities

Provided support to State Veterans Homes



1,430 VA staff members 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 May 13)



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



333 COVID-19 non-Veteran patients

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



229 non-Veteran patients discharged home



Provided **162** nurses to support State Veterans Homes in NJ



Provided the IA State Veterans Homes with **100** reusable gowns



Provided the MN State Veterans Homes with **25** COVID-19 collection kits



Provided **20** ICU or Med/Surg beds in Des Moines/Iowa City and up to **50** nurses in Marshalltown, IA (as of July 13)



Provided **4** registered nurses and **5** nursing assistants at the Bill Nichols State Veterans Homes in Alexander City, AL (as of July 13, 2020)



VHAs mobile Vet Center has provided outreach and counseling in **12** states
» States supported: NY, OR, PA, SD, CO, TX, CA, LA, IL, WA, FL, AZ



Providing lab testing support to the state of Idaho

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 **69** nursing homes in FL with **201** nurses and certified nursing assistants (CNAs) caring for an estimated **7,617** patients



Providing **18** nurses and CNAs to support a group home in RI

NATIONAL CEMETERY ADMINISTRATION



2,426 total COVID-19 related Veteran interments
» **43,520** total interments (from March 9–July 27)
» **6,450** total Veteran tributes

VETERANS BENEFITS ADMINISTRATION



20,778 calls received at VBA National Call Center related to COVID-19 since March 1



67,342 VA Video Connect appointments conducted for VA benefits



1,689,511 Veterans reached in **40** states through tele-town halls held to discuss Blue Water Navy, VBBP, and Solid Start programs (from March–July)

BOARD OF VETERANS' APPEALS



2,103 virtual hearings held since March 23



37,791 decisions issued since March 23

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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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