



U.S. Department of Veterans Affairs

COVID-19 Pandemic Response

Weekly Report: August 11–17, 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 **546,038** Veterans & employees for COVID-19



VA has diagnosed **40,735** Veterans with COVID-19



9.21M patients currently enrolled in VA health care



9,255 COVID-19 patients admitted to VA facilities

- » **504** current COVID-19 inpatients
- » **34,581** COVID-19 patients have reached convalescence



397,400 total VA employees

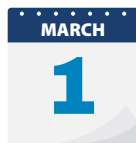
- » From March 29–Aug. 10, VHA has onboarded **36,596** new hires, including **6,856** registered nurses & nurse practitioners

VIRTUAL CARE



157,664 weekly telehealth to home or off-site visits (from Aug. 2–8)

496,127 prescription refill requests placed through My HealtheVet (from Aug. 2–8)



1,309% increase in home or off-site telehealth visits (since March 1)

273,918 Secure Messages exchanged through My HealtheVet (from Aug. 9–15)

MEDIA OUTREACH

VA has published **51** news releases related to COVID-19:

"VA prepares to welcome volunteers back to health care facilities"

Secretary Wilkie has participated in 162 media opportunities

360 good news stories published

WKYC (Aug. 12, 2020)

"VA Secretary says Cleveland's system ready for next wave of COVID-19"

WIBW (Aug. 13, 2020)

"Over 10,000 virtual care visits made by VA Eastern Kansas Health Care System"

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 (as of Aug. 10)

From Aug. 11–17:

- » VA.gov had **2,617,517** visitors
- » VA.gov/Coronavirus had **9,400** visitors
- » VA.gov/Coronavirus-chatbot had **75,460** visitors

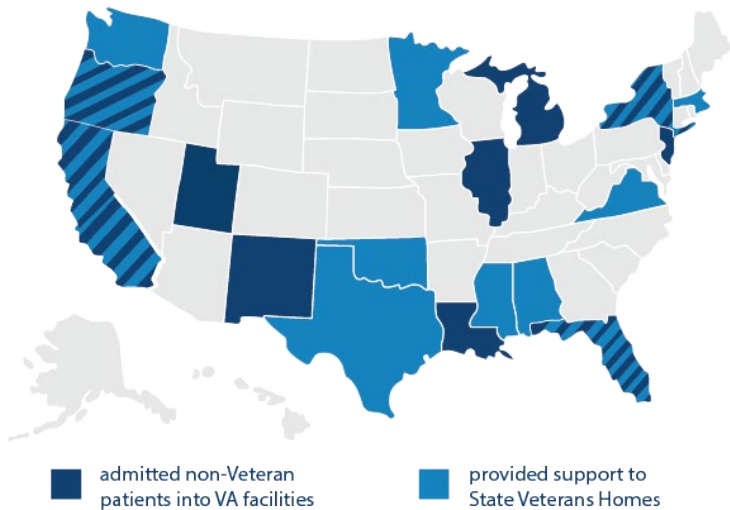
All figures are as of Aug. 17, 2020, unless otherwise noted.

VETERAN ENGAGEMENT

40,861 COVID-19 related calls made to VA311 & the White House VA Hotline

27,224 calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

SUPPORT TO STATES & OTHER AGENCIES



342 COVID-19 non-Veteran patients in 11 states

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

254 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

1,657 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 **75** nursing homes in FL with **203** nurses & certified nursing assistants (CNA) caring for an estimated **8,131** patients

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

» States supported: RI, CA



VETERANS BENEFITS ADMINISTRATION (VBA)

21,151 calls received at VBA National Call Center related to COVID-19 (since March 1)

76,329 VA Video Connect appointments conducted for VA benefits

2,088,151 Veterans in **39** states & **2** VSOs reached through **51** tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs (from March 1–Aug. 17)

BOARD OF VETERANS' APPEALS

Since March 23, the Board of Veterans' Appeals has

» Held **2,919** virtual hearings
» Issued **43,175** decisions



NATIONAL CEMETERY ADMINISTRATION

As of Aug. 10:

» **2,685** COVID-19 related Veteran interments
» **49,416** interments (from March 9–Aug. 10)
» **6,450** Veteran tributes

All figures are as of Aug. 17, 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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