



US Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report

July 28–August 3, 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 **482,633** Veterans & employees for COVID-19



9.21M total patients currently enrolled in VA health care



8,331 patients admitted to VA facilities for COVID-19
» **613** current inpatients with COVID-19



VA has diagnosed **34,480** Veterans with COVID-19



27,793 patients with COVID-19 have reached convalescence



397,400 total VA employees
» From March 29–July 27, VHA has onboarded **31,688** new hires & **5,961** new registered nurses & nurse practitioners

VIRTUAL CARE



154,545 weekly telehealth to home or off-site visits (from July 26–August 1)



1,281% increase in telehealth to home or off-site visits since March 1



429,577 prescription refill requests placed through My HealtheVet (from July 26–August 1)



266,525 Secure Messages exchanged through My HealtheVet (from July 26–August 1)

MEDIA OUTREACH



VA has published **48** news releases related to COVID-19:

"VA, America's Adopt A Soldier partner to help Veterans at risk of or experiencing homelessness stay connected"

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

340 good news stories published

WMAQ NBC News (July 31, 2020)

"Veteran released from Illinois hospital after four month coronavirus battle"

Texas Public Radio (July 31, 2020)

"Audie Murphy VA Hospital Now Taking Patients From Overwhelmed Starr County"

All figures in the Media Outreach section, are as of February 2020.

VETERAN OUTREACH



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



From July 28–August 3:

- » VA.gov/Coronavirus has had **17,041** visitors
- » VA.gov has had **2,248,542** visitors

Unless otherwise noted, all figures are as of August 3, 2020.

VETERAN ENGAGEMENT

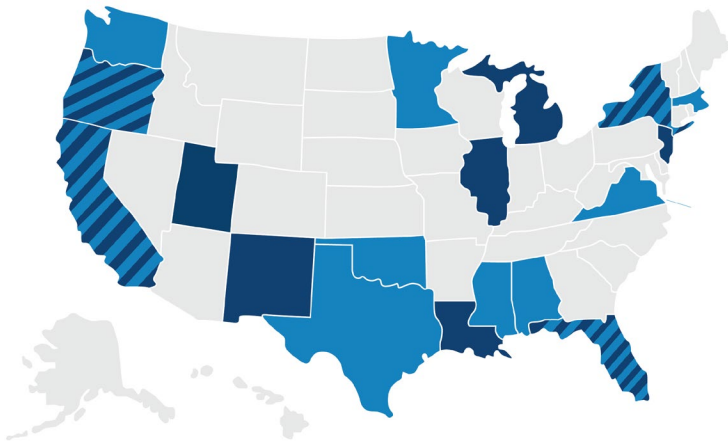


36,357 COVID-19 related calls made to VA311 & the White House VA Hotline



24,532 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 (SVH) 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 & Standing Rock Reservations

Little Rock VAMC has performed more than **1,200** tests for the AK Department of Health (as of May 13)



329 COVID-19 non-Veteran patients

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



239 non-Veteran patients discharged home



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



Provided **162** nurses to support SVH in NJ



Provided the SVH in IA with **100** reusable gowns



Provided the MN SVH with **25** COVID-19 collection kits



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



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



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

SUPPORT TO CIVILIAN NURSING HOMES

Admitted **12** Veteran patients from community nursing homes
» States supported: RI, CA

Providing **29** nurses & CNAs to NH nursing homes

Providing support to **71** nursing homes in FL with **201** nurses & certified nursing assistants (CNAs) caring for an estimated **7,733** patients

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

VETERANS BENEFITS ADMINISTRATION

20,920 calls received at VBA National Call Center related to COVID-19 since March 1

70,287 VA Video Connect appointments conducted for VA benefits

1,784,656 Veterans in **33** states reached through tele-town halls held to discuss Blue Water Navy, VBBP & Solid Start programs (from March–July)



NATIONAL CEMETERY ADMINISTRATION



2,573 total COVID-19 related Veteran interments
» **46,573** total interments (from March 9–August 3)
» **6,450** total Veteran tributes

Unless otherwise noted, all figures are as of August 3, 2020.

BOARD OF VETERANS' APPEALS

Since March 23, the Board of Veterans' Appeals has

» Held **2,360** virtual hearings
» Issued **39,605** decisions

VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311
Veterans Crisis Line: 800-273-8255 and Press 3
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 and medical staff.

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

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)



U.S. Department of Veterans Affairs