"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.”

**VETERAN CARE**

- VA has tested **576,213** Veterans & employees for COVID-19
- VA has diagnosed **43,276** Veterans with COVID-19
- **9.21M** patients currently enrolled in VA health care
- **9,696** COVID-19 patients admitted to VA facilities
  - **413** current COVID-19 inpatients
  - **37,293** COVID-19 patients have reached convalescence
- **397,400** total VA employees
  - From March 29–Aug. 18, VHA has onboarded **39,224** new hires, including **7,319** registered nurses & nurse practitioners

**VIRTUAL CARE**

- **165,377** weekly telehealth to home or off-site visits (from Aug. 8–15)
- **463,225** prescription refill requests placed through My HealtheVet (from Aug. 16–22)
- **1,309%** increase in home or off-site telehealth visits (from March 1–Aug. 17)
- **273,099** Secure Messages exchanged through My HealtheVet (from Aug. 16–22)

**MEDIA OUTREACH**

- VA has published **51** news releases related to COVID-19
- **Cape Gazette (Aug. 19, 2020)**: “Veteran honors local VA healthcare workers with flags”
- **WDTN (Aug. 20, 2020)**: “Dayton VA delivers free groceries to nearly 250 veterans in need”
- **380** good news stories published
- **13WMAZ (Aug. 20, 2020)**: “Carl Vinson VA Medical Center reactivating volunteer program”
- **Spectrum News (Aug. 19, 2020)**: “VA Telehealth Appointments Increase 1000% During Pandemic”

**SECRETARY WILKIE HAS PARTICIPATED IN 168 MEDIA OPPORTUNITIES**

**VETERAN OUTREACH**

- VA has sent **4** batches of text messages (VEText), resulting in **32.2M** total texts
- From Aug. 18–24:
  - VA.gov had **2,712,918** visitors
  - VA.gov/Coronavirus had **9,152** visitors
  - VA.gov/Coronavirus-chatbot had **78,420** visitors

All figures are as of Aug. 24, 2020, unless otherwise noted.
VETERAN ENGAGEMENT

42,289 COVID-19 related calls made to VA311 & the White House VA Hotline

28,580 calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

SUPPORT TO STATES & OTHER AGENCIES

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

1,689 VA staff members supporting non-VA facilities

Provided to State Veterans Homes:
- IA: 100 reusable gowns
- MN: 25 COVID-19 collection kits
- NJ: 292 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

343 COVID-19 non-Veteran patients in 11 states
- States supported: NY, NJ, FL, LA, MI, IL, UT, OR, CA, AZ, NM

261 non-Veteran patients discharged home

SUPPORT TO CIVILIAN NURSING HOMES

Providing support to 80 nursing homes in FL with 207 nurses & certified nursing assistants (CNA) caring for an estimated 8,687 patients

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

VETERANS BENEFITS ADMINISTRATION (VBA)

21,234 calls received at VBA National Call Center related to COVID-19 (since March 1)

79,292 VA Video Connect appointments conducted for VA benefits

2,163,347 Veterans in 41 states & 3 VSOs reached through 55 tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs (since March 1)

BOARD OF VETERANS’ APPEALS

Since March 23, the Board of Veterans’ Appeals has
- Held 3,023 virtual hearings
- Issued 44,789 decisions

NATIONAL CEMETERY ADMINISTRATION

2,908 COVID-19 related Veteran interments
- 55,462 interments (since March 9)
- 6,600 Veteran tributes

All figures are as of Aug. 24, 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) before visiting. This helps us protect you, other Veterans & medical staff.

VA.gov/Coronavirus
VA Coronavirus: FAQs page
Download your VA Welcome Kit: VA.gov/welcome-kit
Sign-up for weekly VA e-mail updates at: VA.gov/VetResources

VA U.S. Department of Veterans Affairs