“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 813,474 Veterans & employees for COVID-19**
- **VA has diagnosed 60,232 Veterans with COVID-19**

**VIRTUAL CARE**

- **174,163** weekly home or off-site telehealth visits (Oct. 4–10)
- **1,456%** increase in home or off-site telehealth visits (Mar. 1–Oct. 10)

**MEDIA OUTREACH**

- VA has published **57** news releases related to COVID-19

**Secretary Wilkie has participated in 251** media opportunities related to VA’s response to COVID-19

- **560** good news stories published

**VETERAN OUTREACH**

From Oct. 13–19:
- **VA.gov** had **2,636,609** visitors
- **VA.gov/Coronavirus** had **7,045** visitors
- **VA.gov/Coronavirus-chatbot** had **106,420** visitors

All figures are as of Oct. 19, 2020, unless otherwise noted.
VETERAN ENGAGEMENT

53,060 COVID-19 related calls made to VA311 & the White House VA Hotline

38,397 calls made to VA’s COVID-19 Frequently Asked Questions Hotline: 844-698-2311

FOURTH MISSION

Supporting state & local health care systems

345 COVID-19 non-Veteran patients in 13 states

- States supported: TX, OR, WA, NJ, NY, FL, MI, IL, LA, UT, CA, AZ, NM

266 non-Veteran patients discharged

2,068 VA staff members supporting non-VA facilities

Loaned 20 ventilator circuits to Louisiana hospitals

Provided 832,000+ total pieces of personal protective equipment, including:

- 190,108 masks
- 517,630 gloves

41,820+ tests processed on behalf of states

1,072 Veterans admitted to care from State Veterans Homes (SVH)

1,200 gowns to SVHs in Alabama

Fourth Mission figures are as of Oct. 16.

VETERANS BENEFITS ADMINISTRATION (VBA)

21,708 calls received at VBA National Call Center related to COVID-19

100,331 VA Video Connect appointments conducted for VA benefits

3,808,141 Veterans in 50 states & 7 VSOs reached through 89 tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs

VBA figures are from Mar. 16–Oct. 19, unless otherwise noted.

BOARD OF VETERANS’ APPEALS (BVA)

From Mar. 23–Oct. 19, BVA has

- Held 4,889 virtual hearings
- Issued 58,858 decisions

NATIONAL CEMETERY ADMINISTRATION

75,899 total Veteran interments (since Mar. 9)

- 3,447 COVID-19 related internments
- 72,452 other internments

6,685 Veteran Legacy Memorial posts (va.gov/remember)

All figures are as of Oct. 19, 2020, unless otherwise noted.
1) Dole VA staff respond to needs around the nation
Nine staff members from Dole VA have deployed to support seven missions around the nation through the Disaster Emergency Medical Personnel System to support requests for assistance.
Read the full story.

2) Drive Thru Homeless Veterans Stand Down
To keep Veterans safe during COVID-19, the Bath VA Medical Center held a drive-thru Homeless Veterans Stand Down. VA staff distributed surplus military items including back packs, boots, clothing, sleeping bags & more.
Read the full story.

3) VEText Mobile Check-in is convenient, easy
Western North Carolina VA Health Care System employees are greeting Veterans in the parking lot at the CGVAMC to let them know about VEText Mobile Check-in, an app that turns their vehicles into virtual waiting rooms.
Read the full story.

4) South Texas uses outreach to fight flu
In September, the South Texas VA called 10,000 Veterans & invited them to participate in a tele-town hall to inform them about influenza risks, precautions & vaccinations.
Read the full story.

5) How Veterans can reschedule a canceled VA health appointment
What should you do if you need to reschedule a VA health appointment that was canceled due to COVID-19? If you need help, you can contact us anytime to reschedule.
Read the full story.

6) Muskogee VA volunteers begin return to health care facility
Volunteers at the Jack C. Montgomery VA Medical Center are now able to return after volunteer activities were paused to prevent the spread of COVID-19 in early spring.
Read the full story.