"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 787,223 Veterans & employees for COVID-19
- VA has diagnosed 58,240 Veterans with COVID-19
  - 9.21M patients currently enrolled in VA health care
  - 12,267 COVID-19 patients admitted to VA facilities
    - 432 current COVID-19 inpatients
    - 50,690 COVID-19 patients have reached convalescence
  - 397,400 total VA employees
    - From Mar. 29–Oct. 6, VHA has onboarded 55,386 new hires, including 10,436 registered nurses & nurse practitioners

**VIRTUAL CARE**

- 176,324 weekly telehealth to home or off-site visits (Sept. 27–Oct. 3)
- 1,476% increase in home or off-site telehealth visits (Mar. 1–Oct. 3)
- 453,516 prescription refill requests placed (Sept. 27–Oct. 3)
- 283,251 secure messages exchanged (Sept. 27–Oct. 3)
- 3,444,834 authenticated patients (as of Aug. 2020)

**MEDIA OUTREACH**

- VA has published 56 news releases related to COVID-19
- "VA resumes in-person benefits services halted by the COVID-19 response"
- Secretary Wilkie has participated in 245 media opportunities related to VA’s response to COVID-19 (as of Oct. 5)
  - 540 good news stories published
  - WBTV (Oct. 8, 2020) “Salisbury VA now expanding face-to-face appointments”
  - 13 WMAZ (Oct. 8, 2020) “Carl Vinson VA Medical Center in Dublin moving to Phase 3 of reopening”

**VETERAN OUTREACH**

From Oct. 6–12:
- VA.gov had 2,821,438 visitors
- VA.gov/Coronavirus had 6,710 visitors
- VA.gov/Coronavirus-chatbot had 103,610 visitors

All figures are as of Oct. 12, 2020, unless otherwise noted.
VETERAN ENGAGEMENT

50,796 COVID-19 related calls made to VA311 & the White House VA Hotline

37,074 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

2,035 VA staff members supporting non-VA facilities (as of Oct. 9)

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

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

265 non-Veteran patients discharged home

SUPPORT TO NON-VA NURSING HOMES

Providing support to 82 nursing homes in FL with 207 nurses & certified nursing assistants caring for an estimated 8,863 patients

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

VETERANS BENEFITS ADMINISTRATION (VBA)

21,645 calls received at VBA National Call Center related to COVID-19 (since Mar. 1)

95,321 VA Video Connect appointments conducted for VA benefits

3,524,617 Veterans in 50 states & 7 VSOs reached through 85 tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs (since Mar. 1)

BOARD OF VETERANS’ APPEALS

From Mar. 23–Oct. 5, the Board of Veterans’ Appeals has
   » Held 4,262 virtual hearings
   » Issued 53,976 decisions

NATIONAL CEMETERY ADMINISTRATION

75,833 total Veteran interments (since Mar. 9)
   » 3,381 COVID-19 related interments
   » 72,452 other interments

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

All figures are as of Oct. 12, 2020, unless otherwise noted.
GOOD NEWS STORIES

1) Visitation Cottages for Veterans
Edith Nourse Rogers Memorial Veterans Hospital created outdoor visitation spaces where Community Living Center residents could comfortably visit with their family members during the COVID-19 pandemic. Read the full story.

2) Flu Shots Distributed - Preparation COVID Vaccine
VA Southern Nevada Healthcare System is providing flu shots to staff & Veterans. Staff are using the event as a chance to prepare for large-scale COVID-19 vaccinations when the time comes. Read the full story.

3) Health Care Heroes
This week’s Thank You Thursday features the medical center's Sterile Processing Service (SPS) which has stepped up to serve throughout the hospital during the era of COVID-19. Read the full story.

4) Igniting innovation to tackle a historic pandemic
In response to COVID-19, VA innovators have new 3D-printed designs including a retractable door-opening tool. VA has printed more than 1 million 3D objects in 2020, including over 300,000 masks. Read the full story.

5) Going Toe to Toe with Social Distancing
Recognizing the likelihood of increased isolation in Veterans & aware of its potential effects, the Social Work team at the White River Junction VA (WRJ VA) wasted no time in coordinating a proactive outreach response. Read the full story.

6) VA Continues Masking Requirement at All Facilities
We encourage you to bring a face covering when you visit VA. If you do not have a face covering, we can provide one for use while you are here. Your safe care is our mission. Read the full story.

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.

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