“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 695,052 Veterans & employees for COVID-19**
- **VA has diagnosed 51,350 Veterans with COVID-19**

**VIRTUAL CARE**

- **138,021** weekly telehealth to home or off-site visits (Sept. 6–12)
- **440,164** prescription refill requests placed (Sept. 13–19)
- **283,014** secure messages exchanged (Sept. 13–19)
- **3,444,834** authenticated patients (as of Aug. 2020)

**MEDIA OUTREACH**

- **VA has published 54 news releases related to COVID-19**
- **440 good news stories published**

**SECRETARY WILKIE HAS PARTICIPATED IN 195 MEDIA OPPORTUNITIES RELATED TO VA’S RESPONSE TO COVID-19**

- **Kusi News (Sept. 21, 2020)**
  - “U.S. Department of Veterans Affairs innovates as it fights against COVID-19”

- **Corridor News (Sept. 21, 2020)**
  - “VA Researchers To Study Blood Plasma For Treating Seriously Ill COVID-19 Patients”

**VETERAN OUTREACH**

- **All figures are as of Sept. 21, 2020, unless otherwise noted.**
- From Sept. 15–21:
  - **VA.gov** had **2,796,372** visitors
  - **VA.gov/Coronavirus** had **13,201** visitors
  - **VA.gov/Coronavirus-chatbot** had **93,480** visitors
VETERAN ENGAGEMENT

46,960 COVID-19 related calls made to VA311 & the White House VA Hotline

33,260 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

1,932 VA staff members supporting non-VA facilities (as of Sept. 18)

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 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)

21,493 calls received at VBA National Call Center related to COVID-19 (since Mar. 1)

89,877 VA Video Connect appointments conducted for VA benefits

2,511,562 Veterans in 50 states & 5 VSOs reached through 71 tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs (since Mar. 1)

BOARD OF VETERANS’ APPEALS

Since Mar. 23, the Board of Veterans’ Appeals has
   » Held 3,963 virtual hearings
   » Issued 52,126 decisions

NATIONAL CEMETERY ADMINISTRATION

3,203 COVID-19 related Veteran interments
   » 66,750 interments (since Mar. 9)
   » 6,675 Veteran tributes

All figures are as of Sept. 21, 2020, unless otherwise noted.
1) VA medical center receives 10,000 masks
On Sept. 14, the John J. Pershing VA Medical Center received 10,000 masks to distribute to Veteran patients & their families. Read the full story.

2) Palliative & hospice care staff lift Veterans’ spirits with “Silver Lining Stories”
One program office within VHA recently created an opportunity for employees & staff members to share uplifting stories with one another. Read the full story.

3) Partnership with West Allis Fire Department helps Veterans
The Mobile Integrated Healthcare program seeks to find out why some Veterans make numerous trips to the Emergency Department & then figure out ways for the Veterans to better manage their health. Read the full story.

4) VA volunteer Barbara Abbey awarded national honor
VA volunteer Barbara Abbey was named the winner of a national AARP contest saluting Volunteers in the "Show Your Love Volunteer 2020" competition. Read the full story.

5) Drive-thru flu shot clinic – ’tis the season
VA North Texas Health Care System is making it easy for Veterans & employees to receive their immunization with this clinic, & it’s not just for people in their cars. Read the full story.

6) Nurse supports Apache Nation during COVID peak
Dorothy Barrow became the first VA Eastern Colorado Health Care System (ECHCS) employee in approximately seven years to deploy through DEMPS. Read the full story.