“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**

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### VETERAN CARE

- **VA has tested 718,943 Veterans & employees for COVID-19**
- **9.21M** patients currently enrolled in VA health care
- **11,400** COVID-19 patients admitted to VA facilities
  - **352** current COVID-19 inpatients
  - **46,608** COVID-19 patients have reached convalescence
- **397,400** total VA employees
  - From Mar. 29–Sept. 22, VHA has onboarded **50,193** new hires, including **9,454** registered nurses & nurse practitioners

### VIRTUAL CARE

- **175,783** weekly telehealth to home or off-site visits (Sept. 13–19)
- **1,471%** increase in home or off-site telehealth visits (Mar. 1–Sept. 19)
- **453,157** prescription refill requests placed (Sept. 20–26)
- **290,527** secure messages exchanged (Sept. 20–26)
- **3,444,834** authenticated patients (as of Aug. 2020)

### MEDIA OUTREACH

- VA has published **55** news releases related to COVID-19
- “VA’s Home Loan Guaranty program provides regulatory relief in response to COVID-19”
- Secretary Wilkie has participated in **233** media opportunities related to VA’s response to COVID-19
- **480** good news stories published
  - WWMT West Michigan (Sept. 26, 2020) “U.S. Department of Veterans Affairs says innovation continues, despite ongoing pandemic”
  - ABC 7 Amarillo (Sept. 24, 2020) “Resources for Veterans still available amid pandemic”

### VETERAN OUTREACH

From Sept. 22–28:
- **VA.gov** had **2,662,308** visitors
- **VA.gov/Coronavirus** had **11,416** visitors
- **VA.gov/Coronavirus-chatbot** had **96,780** visitors

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*All figures are as of Sept. 28, 2020, unless otherwise noted.*
VETERAN ENGAGEMENT

48,294 COVID-19 related calls made to VA311 & the White House VA Hotline

34,459 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

1,962 VA staff members supporting non-VA facilities (as of Sept. 25)

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

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

264 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)

21,556 calls received at VBA National Call Center related to COVID-19 (since Mar. 1)

92,738 VA Video Connect appointments conducted for VA benefits

2,640,329 Veterans in 50 states & 7 VSOs reached through 76 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 4,262 virtual hearings
  » Issued 53,976 decisions

NATIONAL CEMETERY ADMINISTRATION

3,272 COVID-19 related Veteran interments
  » 69,844 interments (since Mar. 9)
  » 6,775 Veteran tributes

All figures are as of Sept. 28, 2020, unless otherwise noted.
1) Muskogee VA welcomes DEMPStaff from across the country
On Aug. 30, Muskogee VA welcomed 40 VA employees from facilities across America. The team is part of VA's main program for deployment of clinical & non-clinical staff to an emergency or disaster elsewhere in the country.
Read the full story.

2) VA nurses weather the storm in service to Veterans
VA nurses expect challenges, but on a Monday in Aug. in Iowa, this team faced a bigger challenge than they had expected.
Read the full story.

3) From Trash to Treasure
Not only does Sunny (Saija) Puribhat live up to her name with her bright smile, she too believes in the power of action. Not just the required actions that come with her role as a Nurse but reaching beyond that.
Read the full story.

4) COVID-19 survivor gets new heart at Madison VA
Army Veteran Gerry Clemens had a heart attack & needed a heart transplant. He became the first Madison VA patient to have a transplant following recovery from COVID-19.
Read the full story.

5) VA volunteers honored at drive-thru event
Sporting poodle skirts & blue jeans, staff at the Milwaukee VA Medical Center honored more than 100 hospital volunteers during a 1950s-themed drive-thru event Saturday, Sept. 26.
Read the full story.

6) To “adapt & overcome” is par for the course
VA New York Harbor Healthcare System's prosthetics team - & the Veterans they serve - adapt to physical distancing amid COVID-19 by pursuing new sports & physical activities.
Read the full story.