U.S. Department of Veterans Affairs
COVID-19 Pandemic Response
Weekly Report: January 19–25, 2021

VETERAN CARE

VA has diagnosed 178,391 Veterans with COVID-19

1,343 current COVID-19 inpatients

30,891 COVID-19 patients admitted to VA facilities (as of Jan. 24)

156,862 COVID-19 patients now in convalescence

608,000+ people vaccinated (at least one dose) (from Dec. 14–Jan. 25)

382,000+ Veterans

226,000+ employees

1,290,960 unique people tested

79,921 tests processed for states (as of Jan. 21)

VIRTUAL CARE

207,035 weekly home or off-site telehealth visits (Jan. 10–16)

1,750% increase in home or off-site telehealth visits (Mar. 1–Jan. 16)

333,530 secure messages exchanged*

460,613 prescription refill requests placed*

3,546,471 authenticated patients (as of Dec. 2020)

VACCINE & TESTING

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FOURTH MISSION

Supporting state & local health care systems

1,449 Veterans admitted to care from State Veterans Homes (SVH) (as of Jan. 18)

8 Interagency Agreements for Indian Health Service, Navajo Nation, & Hopi Tribe support*

43 hospital beds available to Indian Health Service across 5 states* (AZ, NM, CO, OK, UT)

Provided 920,125 total pieces of personal protective equipment (PPE)*, including:

221,094 masks

556,970 gloves

*Virtual Care figures are from Jan. 17–23.

*Fourth Mission figures are as of Jan. 21.

All figures are as of Jan. 25, 2021, unless otherwise noted.
**VETERAN OUTREACH**

**VA.gov** had **3,477,445** visitors

**VA.gov/Coronavirus** had **15,684** visitors

**VA.gov/Coronavirus-chatbot** had **14,630** visitors

**NATIONAL CEMETARY ADMINISTRATION**

**116,303** total Veteran interments (from Mar. 9–Jan. 20)

- **5,585** COVID-19 related interments
- **110,718** other interments

**9,000** Veteran Legacy Memorial posts (va.gov/remember) (as of Jan. 20)

**MEDIA OUTREACH**

1,350+ good news stories published

**Government Executive (Jan. 25, 2021)**

“VA expands vaccination to some non-health care staff as postal workers face uncertainty”

**The Sheridan Press (Jan. 25, 2021)**

“Sheridan VA works to return to normal”

**VETERAN ENGAGEMENT**

**137,071** COVID-19 related calls made to VA 411 & the White House VA Hotline

**97,863** calls made to VA’s COVID-19 Frequently Asked Questions Hotline

**BOARD OF VETERANS’ APPEALS (BVA)**

Held **9,411** virtual hearings

Issued **82,736** decisions

**VETERANS BENEFITS ADMINISTRATION (VBA)**

**23,391** calls received at VBA National Call Center related to COVID-19

**135,865** VA Video Connect appointments conducted for VA benefits

**79,091** total VHA new hires

- **15,064** registered nurses & nurse practitioners
- **64,027** other hires

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**VA has published 80 COVID-19 related news releases**

“VA to provide COVID-19 testing & vaccinations to caregivers of Veterans in the Program of Comprehensive Assistance for Family Caregivers”

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*BVA figures are from Mar. 16–Jan. 22.*
1) Vaccine flown to Montana Veterans
Veterans in rural Montana had COVID-19 vaccine delivered to them by air.
Read the full story.

2) Century-old Veterans get vaccinated
Three WWII Navy Veterans, each at least 100 years old, received their first dose of COVID-19 vaccine at the Providence VA.
Read the full story.

3) Stand Downs give homeless Veterans hope during pandemic
In the face of COVID-19, Veteran Stand Downs provide supplies & services to homeless Veterans.
Read the full story.

4) Father & son get vaccinated together
It was an unusual father-and-son bonding experience as two local Veterans were vaccinated against COVID-19 at Hines VA.
Read the full story.

5) Vaccination of outpatient Veterans begins
Milwaukee VAMC expanded its COVID-19 vaccination program when it began vaccinating outpatients for the first time.
Read the full story.

6) Veteran encourages Vets to join VA COVID-19 research effort
After recovering from COVID-19, Marine Corps Veteran John Gutierrez volunteered to be a VA COVID-19 research volunteer.
Read the full story.