



U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: September 8–14, 2020

"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 **658,352** Veterans & employees for COVID-19



VA has diagnosed **56,119** Veterans with COVID-19



9.21M patients currently enrolled in VA health care



10,697 COVID-19 patients admitted to VA facilities

- » **353** current COVID-19 inpatients
- » **43,246** COVID-19 patients have reached convalescence



397,400 total VA employees

- » From Mar. 29–Sept. 8, VHA has onboarded **45,206** new hires, including **8,398** registered nurses & nurse practitioners

VIRTUAL CARE

164,737 weekly telehealth to home or off-site visits (from Aug. 30–Sept. 5)



441,496 prescription refill requests placed (Sept. 6–12)

1,372% increase in home or off-site telehealth visits (from Mar. 1–Sept. 5)

262,973 secure messages exchanged (Sept. 6–12)

3,444,834 authenticated patients (as of Aug. 2020)

MEDIA OUTREACH

VA has published **53** news releases related to COVID-19

U.S. News & World Report (Sept. 12, 2020)

"VA to Help Quell COVID-19 Outbreak in Hawaii Veterans Home"

Secretary Wilkie has participated in **190** media opportunities

420 good news stories published

Muskogee Phoenix (Sept. 12, 2020)

"Muskogee VA receives staffing assistance amidst COVID-19 surge"

Pahrump Valley Times (Sept. 11, 2020)

"VA encourages veterans to get flu vaccinations"

All figures in the Media Outreach section are from Feb.–Sept.

VETERAN OUTREACH

From Sept. 8–14:

- » VA.gov had **2,723,902** visitors
- » VA.gov/Coronavirus had **7,374** visitors
- » VA.gov/Coronavirus-chatbot had **89,650** visitors

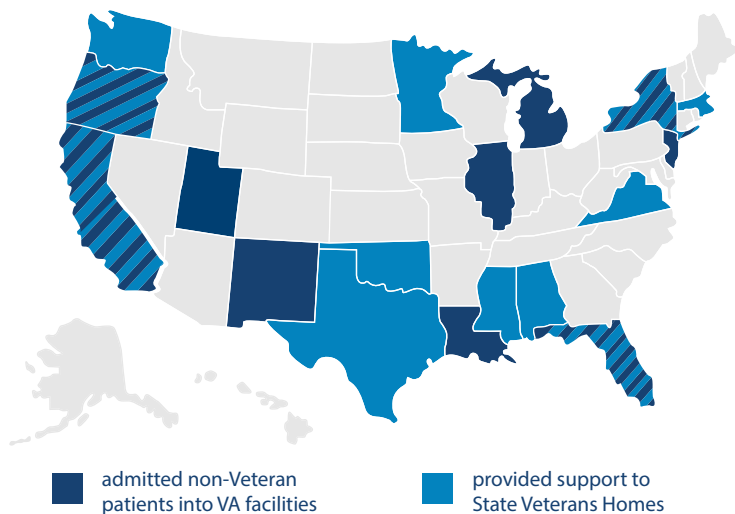
All figures are as of Sept. 14, 2020, unless otherwise noted.

VETERAN ENGAGEMENT

45,757 COVID-19 related calls made to VA311 & the White House VA Hotline

32,068 calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

SUPPORT TO STATES & OTHER AGENCIES



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

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

1,883 VA staff members supporting non-VA facilities (as of Sept. 11)

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)

21,434 calls received at VBA National Call Center related to COVID-19 (since Mar. 1)

87,114 VA Video Connect appointments conducted for VA benefits

2,455,620 Veterans in **48** states & **4** VSOs reached through **66** 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 **3,757** virtual hearings
- » Issued **50,188** decisions

NATIONAL CEMETERY ADMINISTRATION



3,146 COVID-19 related Veteran interments

- » **63,708** interments (since Mar. 9)
- » **6,700** Veteran tributes

All figures are as of Sept. 14, 2020, unless otherwise noted.

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](https://www.va.gov/find-locations)) before visiting. This helps us protect you, other Veterans & medical staff.

[VA.gov/Coronavirus](https://www.va.gov/Coronavirus)

VA Coronavirus: FAQs page

Download your VA Welcome Kit: [VA.gov/welcome-kit](https://www.va.gov/welcome-kit)

Sign-up for weekly VA e-mail updates at: [VA.gov/VetResources](https://www.va.gov/VetResources)

VA



U.S. Department of Veterans Affairs