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

VETERAN CARE

VA has diagnosed 260,716 people with COVID-19
42,338 COVID-19 patients admitted to VA facilities (as of May 25, 2021)
216 current COVID-19 inpatients
246,253 COVID-19 patients now in convalescence

VACCINE & TESTING

3,133,634 people vaccinated (at least one dose)
- 2,727,360 Veterans
- 310,868 employees
3,711,162 tests completed

VIRTUAL CARE

196,629 weekly home or off-site telehealth visits (from May 16–22, 2021)
1,657% increase in home or off-site telehealth visits (from Mar. 1, 2020–May 22, 2021)

544,270 secure messages exchanged (from May 16–22, 2021)
473,474 prescription refill requests placed (from May 16–22, 2021)
3,708,621 authenticated patients (as of May 31, 2021)

FOURTH MISSION

Supporting state & local health care systems

1,736 Veterans admitted to care from State Veterans Homes (as of May 17, 2021)
12 mission assignments
135 completed missions

Provided 933,684 total pieces of personal protective equipment, including:
- 223,375 masks
- 573,580 gloves

All figures are as of May 28, 2021, unless otherwise noted.
**STAFFING**

- **VETERAN ENGAGEMENT**
  - 3,267 calls to White House VA Hotline (last 7 days) (as of May 28, 2021)
  - 1,160 calls made to VA’s COVID-19 Frequently Asked Questions Hotline (as of May 23–29, 2021)

**BOARD OF VETERANS’ APPEALS (BVA)**

- Held 17,620 virtual hearings
- Issued 118,430 decisions

**NATIONAL CEMETERY ADMINISTRATION**

- 94,856 Veteran interments (as of June 1, 2021)
  - 7,244 COVID-19 related interments
  - 87,612 other interments

- 16,500 Veteran Legacy Memorial posts (va.gov/remember)

**MEDIA OUTREACH**

- VA has published 105 COVID-19 related news releases

**VETERAN OUTREACH**

- VA.gov had 3,014,137 visitors (last 7 days)
- VA.gov/Coronavirus had 2,578 visitors*
- VA.gov/Coronavirus-chatbot had 323,520 visitors*

**STAFFING**

- 113,950 VHA new hires
  - 22,459 registered nurses & nurse practitioners
  - 91,491 other hires

**VETERANS BENEFITS ADMINISTRATION (VBA)**

- 190,224 VA Video Connect appointments conducted for VA benefits*
- 27,994 calls received at VBA National Call Center related to COVID-19

*Veteran Outreach figures are from May 22–28, 2021.

All figures in the Media Outreach section are from Feb. 2020–May 2021.
1) Some VA medical centers prepare to offer vaccine to beneficiaries 12 to 17 years old
VA is preparing to offer the vaccine to Veteran beneficiaries between the ages of 12 and 17 through its expansion under the Save Lives Act.
Read the full story.

2) Kansas City VA partners with community to vaccinate Veterans at homeless project
VA joined forces with the Veterans Community Project. “We’re going to go into the community. We’re going to meet our Veterans, their families and caregivers where they are.”
Read the full story.

3) Helping Veterans overcome vaccine hesitancy a shot at a time
Jonathan Martinez, a U.S. Marine who served in Iraq, didn’t mind the jab he got in his left shoulder Monday morning. It was the thought of it that had bothered him.
Read the full story.

4) Tuscaloosa VA Memorial Day Pop Up COVID Clinic Preview
This year, people attending Tuscaloosa's annual Memorial Day ceremony have the chance to also get vaccinated for coronavirus.
Read the full story.

5) Augusta VA administers more than 40,000 vaccine doses
Days after the FDA granted emergency use authorization to Pfizer-BioNTech’s COVID-19 vaccine, the first shipment arrived at the Augusta VA. It has since administered more than 40,000 doses.
Read the full story.

6) VA turns to genetic makeup for clues on how to successfully fight COVID-19
In May 2020, the VA Million Veteran Program started studying how genetic makeup could play a role in responding to a COVID-19 infection.
Read the full story.