“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 605,153 Veterans & employees for COVID-19**
- **VA has diagnosed 52,053 Veterans with COVID-19**

### Virtual Care

- **167,700** weekly telehealth to home or off-site visits (from Aug. 16–22)
- **1,398%** increase in home or off-site telehealth visits (from Mar. 1–Aug. 22)
- **427,216** prescription refill requests placed (Aug. 23–29)
- **270,809** secure messages exchanged (Aug. 23–29)
- **3,421,039** authenticated patients (as of July 2020)

### Media Outreach

- VA has published **53** news releases related to COVID-19
- “VA announces new clinical trial for Veterans with COVID-19”
- “VA’s digital COVID-19 screening for Veterans, employees, aids in low infection rate”
- Secretary Wilkie has participated in **168** media opportunities
- **400** good news stories published

### Veteran Outreach

- VA has sent **4** batches of text messages (VEText), resulting in **32.2M** total texts
- From Aug. 25–31:
  - VA.gov had **2,724,173** visitors
  - VA.gov/Coronavirus had **10,161** visitors
  - VA.gov/Coronavirus-chatbot had **82,240** visitors
**VETERAN ENGAGEMENT**

43,624 COVID-19 related calls made to VA311 & the White House VA Hotline

29,807 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

1,761 VA staff members supporting non-VA facilities

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 81 nursing homes in FL with 207 nurses & certified nursing assistants caring for an estimated 8,771 patients

Admitted 12 Veteran patients from community nursing homes
- States supported: RI, CA

**VETERANS BENEFITS ADMINISTRATION (VBA)**

21,326 calls received at VBA National Call Center related to COVID-19 (since Mar.1)

82,064 VA Video Connect appointments conducted for VA benefits

2,242,951 Veterans in 43 states & 3 VSOs reached through 58 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 3,319 virtual hearings
- Issued 46,669 decisions

**NATIONAL CEMETERY ADMINISTRATION**

3,023 COVID-19 related Veteran interments
- 58,443 interments (since Mar. 9)
- 6,575 Veteran tributes

All figures are as of Aug. 31, 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) before visiting. This helps us protect you, other Veterans & medical staff.

VA.gov/Coronavirus
VA Coronavirus: FAQs page
Download your VA Welcome Kit: VA.gov/welcome-kit
Sign-up for weekly VA e-mail updates at: VA.gov/VetResources