“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 632,372* Veterans & employees for COVID-19**
- **VA has diagnosed 54,240* Veterans with COVID-19**
- **9.21M patients currently enrolled in VA health care**
- **10,416 COVID-19 patients admitted to VA facilities**
  - 317* current COVID-19 inpatients
  - 41,820* COVID-19 patients have reached convalescence
- **397,400 total VA employees**
  - From Mar. 29–Sept. 1, VHA has onboarded 43,799 new hires, including 8,149 registered nurses & nurse practitioners

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**VIRTUAL CARE**

- **169,271 weekly telehealth to home or off-site visits (from Aug. 23–29)**
- **1,412% increase in home or off-site telehealth visits (from Mar. 1–Aug. 29)**
- **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)**

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**MEDIA OUTREACH**

- **VA has published 53 news releases related to COVID-19**
- **Inside Sources (Sept. 4, 2020)**
  - “This Labor Day, Thank VA Employees for Keeping Veterans Safe”
- **Military.com (Sept. 3, 2020)**
  - “Hundreds of Veterans to Receive Convalescent Plasma in VA Test”
- **WRBL (Sept. 3, 2020)**
  - “The VA’s Home Based Primary Care program goes virtual to help homebound Veterans”
- **KTBS (Sept. 3, 2020)**
  - “Family members, caregivers allowed to visit Overton Brooks VA”

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**VETERAN OUTREACH**

From Sept. 1–7:
- VA.gov had **2,775,179** visitors
- VA.gov/Coronavirus had **8,446** visitors
- VA.gov/Coronavirus-chatbot had **86,070** visitors

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*Figures are as of Sept. 7, 2020, unless otherwise noted.
VETERAN ENGAGEMENT

44,769 COVID-19 related calls made to VA311 & the White House VA Hotline

30,998 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

1,846 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

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

262 non-Veteran patients discharged home

VETERANS BENEFITS ADMINISTRATION (VBA)

21,395 calls received at VBA National Call Center related to COVID-19 (since Mar. 1)

84,362 VA Video Connect appointments conducted for VA benefits

2,327,995 Veterans in 43 states & 4 VSOs reached through 62 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 3,580 virtual hearings
- Issued 48,663 decisions

NATIONAL CEMETERY ADMINISTRATION

3,093 COVID-19 related Veteran interments
- 61,147 interments (since Mar. 9)
- 6,600 Veteran tributes

All figures are as of Sept. 7, 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