“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.”

**VETERAN CARE**

- VA has tested 658,352 Veterans & employees for COVID-19
- VA has diagnosed 56,119 Veterans with COVID-19

**VIRTUAL CARE**

- 164,737 weekly telehealth to home or off-site visits (from Aug. 30–Sept. 5)
- 1,372% increase in home or off-site telehealth visits (from Mar. 1–Sept. 5)
- 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
- 441,496 prescription refill requests placed (Sept. 6–12)
- 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”

**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

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.