“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 242,515 Veterans and employees for COVID-19 (As of June 15, 2020)
- VA has diagnosed 14,593 Veterans with COVID-19 (As of June 15, 2020)
  - 9.21M total patients currently enrolled in VA health care
  - 1,092 current outpatients with COVID-19 (As of June 16, 2020)
    - 333 current inpatients with COVID-19
  - 11,703 patients with COVID-19 have reached convalescence (As of June 15, 2020)
  - 397,400 total VA employees (As of June 16, 2020)
    - VHA has onboarded 20,199 new hires since March 29, 2020
    - 4,110 new registered nurses hired

**VIRTUAL CARE**

- 127,498 weekly telehealth to home or off-site visits (May 31 – June 6, 2020)
  - 1,065% increase in telehealth to home or off-site visits conducted since March 1 (May 31 – June 6, 2020)
- 419,256 prescription refill requests placed through My Health eVet (As of June 13, 2020)
- 237,407 Secure Messages exchanged through My Health eVet (As of June 13, 2020)

**MEDIA OUTREACH**

- VA has published 37 news releases related to COVID-19 since February:
  - VA Video Connect visits increase 1000% during COVID-19 pandemic
  - WSOCTV (June 11, 2020)
    - VA works to help veterans impacted by COVID-19
  - Federal News Network (June 12, 2020)
    - “VA says it’s now closer to offer more coronavirus testing to its employees”

**VETERAN OUTREACH**

- VA has sent 4 batches of text messages (VEText) to VA customers, resulting in 32.2M total texts with COVID-19 news & resources, including virtual mental health (As of June 15, 2020)
- VA.gov/Coronavirus has had 14,700 visitors (June 9 – 15, 2020)
- VA.gov has had 2,224,099 visitors (June 9 – 15, 2020)
VETERAN ENGAGEMENT

17,772 COVID-19 related calls have been made to VA311 and the White House VA Hotline (As of June 15, 2020)

13,890 calls have been made to VA’s COVID-19 Frequently Asked Questions Hotline (844-698-2311) (As of June 15, 2020)

SUPPORT TO STATES AND OTHER AGENCIES

274 COVID-19 non-Veteran patients (As of June 16, 2020)
» 10 States supported: NY, NJ, LA, MI, IL, OR, CA, UT, and NM

201 non-Veteran patients have been discharged home (As of June 15, 2020)

Supporting 46 states & 1 District (DC)

750+ VA employees are currently supporting non-VA facilities

120 Veterans from 12 State Veteran Homes have been admitted for care in VHA facilities
» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN

Providing up to 30 beds to patients in Portland, OR

Distributed 100 masks to Tribal Veterans between the Cheyenne and Standing Rock Reservations

Little Rock VAMC has performed more than 1,200 tests for the Arkansas Department of Health as of 5/13

Received 5 patients from the Indian Health Service in Gallop, NM to our Albuquerque Medical Center

All figures listed in the section above are as of June 15, 2020

SUPPORT TO CIVILIAN NURSING HOMES

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

Providing 29 nurses and Certified Nursing Assistants to New Hampshire nursing homes

Providing support to 52 nursing homes in FL with 80 nurses and certified nursing assistants (CNAs) caring for an estimated 6,036 patients

Providing 15 nurses and CNAs to support a group home in RI

All figures listed in the section above are as of June 15, 2020

NATIONAL CEMETERY ADMINISTRATION

1,918 total COVID-19 related Veteran interments (As of June 15, 2020)
» 27,070 total interments from March 9 - June 15
» 5,700 total Veteran tributes (as of June 15, 2020)

VETERANS BENEFITS ADMINISTRATION

19,377 calls received at VBA National Call Center related to COVID-19 since March 1 (As of June 15, 2020)

49,831 total VA Video Connect appointments conducted for VA benefits (As of June 15, 2020)

886,356 Veterans reached in 24 states through tele-town halls held throughout March, April and May to discuss VAs COVID-19 response (As of June 15, 2020)

BOARD OF VETERANS’ APPEALS

1,201 virtual hearing have been held by the Board of Veterans’ Appeals (As of June 16, 2020)

26,695 decisions have been issued by the Board of Veterans’ Appeals since March 23 (As of June 16, 2020)

Call your VA medical center (www.VA.gov/find-locations) before going to a clinic, urgent care center, or emergency room. Calling first helps us protect you, other Veteran patients, and medical staff.

VA COVID-19 Frequently Asked Questions Hotline (844-698-2311)
Veterans Crisis Line at 1-800-273-8255 and Press 1
VA311 (844-698-2311)
www.VA.gov/Coronavirus
Download your VA Welcome Kit: www.VA.gov/welcomekit/
Sign up for weekly VA e-mail updates at: www.VA.gov/VetResources