“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 376,523 Veterans and employees for COVID-19 (as of July 13, 2020)
- VA has diagnosed 24,701 Veterans with COVID-19 (as of July 13, 2020)

- 9.21M total patients currently enrolled in VA health care
- 6,070 patients admitted to VA facilities for COVID-19 (as of July 13, 2020)
  - 713 current inpatients with COVID-19
- 17,815 patients with COVID-19 have reached convalescence (as of July 13, 2020)

- 397,400 total VA employees
  - VHA onboarded 26,218 new hires from March 29–July 6, 2020
  - 5,036 new registered nurses hired from March 29–July 6, 2020

**VIRTUAL CARE**

- 138,766 weekly telehealth to home or off-site visits (June 21–27, 2020)
- 461,634 prescription refill requests placed through My HealtheVet (July 5–11, 2020)
- 271,858 Secure Messages exchanged through My HealtheVet (July 5–11, 2020)

**MEDIA OUTREACH**

- VA has published 45 news releases related to COVID-19 since February 2020:
  - “VA offers debt relief to Veterans through year’s end”
  - “Help Heal Veterans donates craft kits to VA hospitals to help provide activities for Veterans who are alone”

- Secretary Wilkie has participated in 134 media opportunities since February 2020
  - The New York Times (July 9, 2020)
    - “Teletherapy, Popular in the Pandemic, May Outlast It”
  - AARP (July 9, 2020)
    - “Father and Son Treated for COVID-19 Together at VA Hospital”

**VETERAN OUTREACH**

- VA has sent 4 batches of text messages (VEText) to VA customers, resulting in 32.2M total texts with COVID-19 news and resources, including virtual mental health (as of July 13, 2020)
- VA.gov/Coronavirus has had 15,073 visitors (July 6–13, 2020)
- VA.gov has had 2,236,993 visitors (July 6–13, 2020)
**VETERAN ENGAGEMENT**

**29,437 COVID-19 related calls have been made to VA311 and the White House VA Hotline**

**19,477 calls have been made to VA's COVID-19 Frequently Asked Questions Hotline (844-698-2311)**

All figures listed in the section above are as of July 13, 2020.

**SUPPORT TO STATES AND OTHER AGENCIES**

**279 COVID-19 non-Veteran patients**

(as of July 8, 2020)

» 11 States supported: NY, NJ, FL, LA, MI, IL, UT, OR, CA, AZ, NM

**218 non-Veteran patients discharged home**

(as of July 8, 2020)

Provided 90 nurses to support two State Veterans Homes in NJ

Provided the IA State Veterans Homes with 100 reusable gowns

Provided the MN State Veterans Homes with 25 COVID-19 collection kits

Provided 20 ICU or Med/Surg beds in Des Moines/Iowa City and up to 50 nurses in Marshalltown, IA

Provided 4 registered nurses and 5 nursing assistants at the Bill Nichols State Veterans Homes in Alexander City, AL

VHAs mobile Vet Center has provided outreach and counseling in 12 states

» States supported: NY, OR, PA, SD, CO, TX, CA, LA, IL, WA, FL, AZ

Providing lab testing support to the state of Idaho

**750+ VA employees are currently supporting non-VA facilities**

**120+ Veterans from 12 State Veterans Homes have been admitted for care in VHA facilities**

» States supported: MA, NY, VA, AL, FL, MS, TX, OK, WA, OR, CA, MN

**279 COVID-19 non-Veteran patients**

(as of July 8, 2020)

» 11 States supported: NY, NJ, FL, LA, MI, IL, UT, OR, CA, AZ, NM

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Providing lab testing support to the state of Idaho

**SUPPORT TO CIVILIAN NURSING HOMES**

Admitted 12 Veteran patients from community nursing homes

» States supported: RI, CA

Providing 29 nurses and CNAs to NH nursing homes

Providing support to 60 nursing homes in FL with 195 nurses and certified nursing assistants (CNAs) caring for an estimated 6,580 patients

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

**NATIONAL CEMETERY ADMINISTRATION**

2,243 total COVID-19 related Veteran interments

» 37,499 total interments from March 9–July 13, 2020

» 6,400 total Veteran tributes

**20,479 calls received at VBA National Call Center related to COVID-19 since March 1**

**61,246 VA Video Connect appointments conducted for VA benefits**

**1,419,579 Veterans reached in 35 states through tele-town halls held between March and July to discuss VA's COVID-19 response**

**BOARD OF VETERANS’ APPEALS**

1,686 virtual hearings held by the Board of Veterans' Appeals since March 23

33,964 decisions issued by the Board of Veterans' Appeals since March 23

All figures listed in the section above are as of July 13, 2020.