



# U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: October 13–19, 2020

"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 **813,474** Veterans & employees for COVID-19



VA has diagnosed **60,232** Veterans with COVID-19

**9.21m** patients currently enrolled in VA health care

**12,772** COVID-19 patients admitted to VA facilities

- » **445** current COVID-19 inpatients
- » **52,303** COVID-19 patients have reached convalescence



**397,400** total VA employees

- **55,760** total VHA new hires\*
- **10,496** registered nurses & nurse practitioners\*

\*from Mar. 29–Oct. 13.

## VIRTUAL CARE

**174,163** weekly home or off-site telehealth visits (Oct. 4–10)



**1,456%** increase in home or off-site telehealth visits (Mar. 1–Oct. 10)

**453,809** prescription refill requests placed (Oct. 11–17)

**274,824** secure messages exchanged (Oct. 11–17)

**3,469,315** authenticated patients (as of Sept. 2020)

## MEDIA OUTREACH

VA has published **57** news releases related to COVID-19

*"VA, Blue Star Families to support Veterans impacted by COVID-19"*

Secretary Wilkie has participated in **251** media opportunities related to VA's response to COVID-19

**560** good news stories published

*KTAR News (Oct. 15, 2020)*

*"Veterans turning to telehealth amid coronavirus restrictions"*

*WCIA (Oct. 16, 2020)*

*"VA adding shuttles to help Veterans"*

*WSILTV.com (Oct. 16, 2020)*

*"Food pantry supporting Veterans goes mobile"*

Media Outreach figures are from Feb.–Oct.

## VETERAN OUTREACH

From Oct. 13–19:

- » VA.gov had **2,636,609** visitors
- » VA.gov/Coronavirus had **7,045** visitors
- » VA.gov/Coronavirus-chatbot had **106,420** visitors

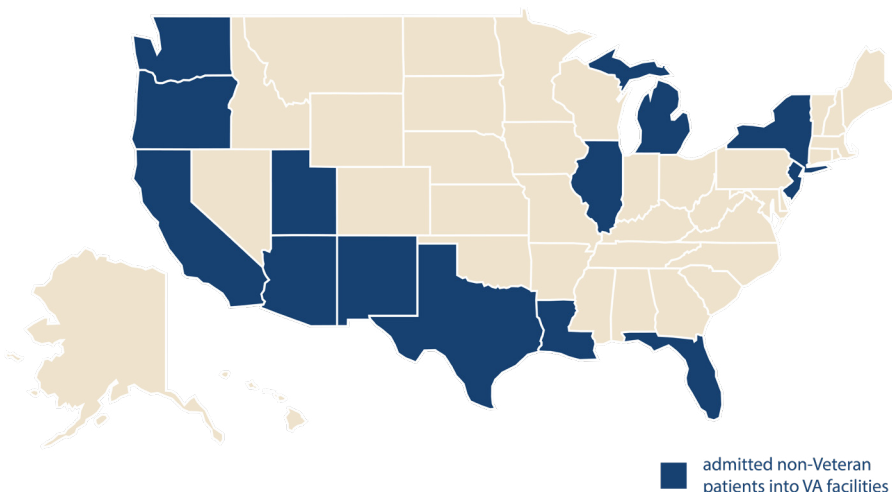
All figures are as of Oct. 19, 2020, unless otherwise noted.

**53,060** COVID-19 related calls made to VA311 & the White House VA Hotline

**38,397** calls made to VA's COVID-19 Frequently Asked Questions Hotline: 844-698-2311

## FOURTH MISSION

### Supporting state & local health care systems



**345** COVID-19 non-Veteran patients in **13** states

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

**266** non-Veteran patients discharged

**2,068** VA staff members supporting non-VA facilities

Loaned **20** ventilator circuits to Louisiana hospitals

Provided **832,000+** total pieces of personal protective equipment, including:

- » **190,108** masks
- » **517,630** gloves



**41,820+** tests processed on behalf of states

**1,072** Veterans admitted to care from State Veterans Homes (SVH)

**1,200** gowns to SVHs in Alabama

*Fourth Mission figures are as of Oct. 16.*

## VETERANS BENEFITS ADMINISTRATION (VBA)

**21,708** calls received at VBA National Call Center related to COVID-19

**100,331** VA Video Connect appointments conducted for VA benefits

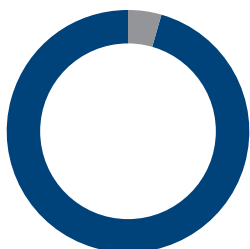
**3,808,141** Veterans in **50** states & **7** VSOs reached through **89** tele-town halls held to discuss Blue Water Navy, VBBP, & Solid Start Programs

*VBA figures are from Mar. 16–Oct. 19, unless otherwise noted.*

## BOARD OF VETERANS' APPEALS (BVA)

From Mar. 23–Oct. 19, BVA has

- » Held **4,889** virtual hearings
- » Issued **58,858** decisions



## NATIONAL CEMETERY ADMINISTRATION

**75,899** total Veteran interments (since Mar. 9)

- **3,447** COVID-19 related interments
- **72,452** other interments

**6,685** Veteran Legacy Memorial posts ([va.gov/remember](https://va.gov/remember))

*All figures are as of Oct. 19, 2020, unless otherwise noted.*





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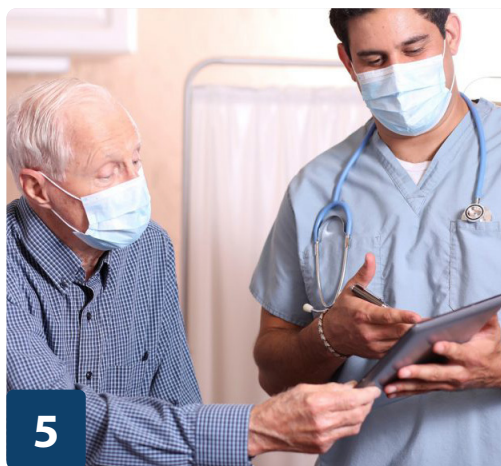
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## 1) Dole VA staff respond to needs around the nation

Nine staff members from Dole VA have deployed to support seven missions around the nation through the Disaster Emergency Medical Personnel System to support requests for assistance.

[Read the full story.](#)

## 2) Drive Thru Homeless Veterans Stand Down

To keep Veterans safe during COVID-19, the Bath VA Medical Center held a drive-thru Homeless Veterans Stand Down. VA staff distributed surplus military items including back packs, boots, clothing, sleeping bags & more.

[Read the full story.](#)

## 3) VEText Mobile Check-in is convenient, easy

Western North Carolina VA Health Care System employees are greeting Veterans in the parking lot at the CGVAMC to let them know about VEText Mobile Check-in, an app that turns their vehicles into virtual waiting rooms.

[Read the full story.](#)

## 4) South Texas uses outreach to fight flu

In September, the South Texas VA called 10,000 Veterans & invited them to participate in a tele-town hall to inform them about influenza risks, precautions & vaccinations.

[Read the full story.](#)

## 5) How Veterans can reschedule a canceled VA health appointment

What should you do if you need to reschedule a VA health appointment that was canceled due to COVID-19? If you need help, you can contact us anytime to reschedule.

[Read the full story.](#)

## 6) Muskogee VA volunteers begin return to health care facility

Volunteers at the Jack C. Montgomery VA Medical Center are now able to return after volunteer activities were paused to prevent the spread of COVID-19 in early spring.

[Read the full story.](#)

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 email updates at: [VA.gov/VetResources](#)

VA



U.S. Department of Veterans Affairs