“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 172,046 Veterans for COVID-19.**
(As of 5/26/2020)

**VA has diagnosed 11,315 Veterans with COVID-19.**
(As of 5/26/2020)

VA has **9.21M** total patients enrolled in VA health care.

3,621 patients have been admitted to VA facilities for COVID-19 care (As of 5/26/20)

> 546 current inpatients with COVID-19 (As of 5/26/20)

8,659 patients with COVID-19 have reached convalescence. (As of 5/26/2020)

VA has **397,400** employees. (As of 5/26/2020)

> VHA has onboarded **14,164** new hires since March 29, 2020.

> **2,775** new registered nurses hired.

### VIRTUAL CARE

**120,443** weekly telehealth video appointments. (As of 5/16/2020)

**1,000%** increase in appointments scheduled through virtual care manager since March 1. (As of 5/17/2020)

**414,000** prescription refill requests placed through MyHealtheVet. (As of 5/16/2020)

**228,000** Secure Messages exchanged through MyHealtheVet. (As of 5/16/2020)

### MEDIA OUTREACH

VA has published **28** news releases related to COVID-19 since February:

- Detroit Free Press (May 25, 2020)
- Charlotte Observer (May 21, 2020)

VHA leadership has participated in **12** media opportunities, May 10th:

- “VA lead facilities reintroduce health care services while ensuring safe environment”
- “A Different, But Still Essential, Memorial Day”
- “Planning for the inevitable: How one nursing home stopped the COVID-19 spread”

### VETERAN OUTREACH

VA has sent 4 batches of text messages (VEText) to VA customers, resulting in **32.2M** total texts with COVID news & resources, including virtual mental health.

VA.gov Coronavirus Chatbot (https://www.va.gov/coronavirus-chatbot/) has been used **14,980** times. (May 19th-25th)

VA.gov has had **2,248,990** visitors. (May 19th-25th)

VA.gov/Coronavirus has had **18,801** visitors (May 19th-25th).
VETERAN ENGAGEMENT

14,050 COVID-19 related calls have been made to VA311 and the White House VA Hotline. (May 19th-25th)

10,247 calls have been made to VA’s COVID-19 Frequently Asked Questions Hotline (844-698-2311). (May 19th-25th)

SUPPORT TO STATES AND OTHER AGENCIES

249 COVID-19 non-Veteran patients (As of 5/26/2020)
» 9 States supported: NY, NJ, FL, LA, MI, IL, OR, CA, and NM

175 non-Veteran patients have been discharged home. (As of 5/26/2020)

Supporting 46 states and 1 district

850+ 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.

Providing WA with testing and state Veteran home support.

Little Rock 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.

Providing PPE decontamination in OR.

SUPPORT TO CIVILIAN NURSING HOMES

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

Providing 20 staff to a nursing home in Spring City, PA

Providing support to 42 nursing homes in FL with 80 nurses and certified nursing assistants (CNAs).

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

All figures listed in the section above are as of 05/26/2020

NATIONAL CEMETERY ADMINISTRATION

1,610 total COVID-19 related Veteran interments (as of 05/25/2020)
» 21,412 total interments from March 9 - May 25

VETERANS BENEFITS ADMINISTRATION

18,937 calls received at VBA National Call Center related to COVID-19 since March 1

38,982 total VA Video Connect appointments conducted for VA benefits

440,926 Veterans reached in 15 tele-town halls held in March, April and May in 15 states to discuss VA’s COVID-19 response

BOARD OF VETERANS’ APPEALS

636 virtual hearings have been conducted by the Veterans Appeals Board

20,965 Veterans Appeals decisions have been made since March 23

Call your VA medical center (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’s COVID-19 Frequently Asked Questions Hotline (844-698-2311)
Veterans Crisis Line at 1-800-273-8255 and Press 1
VA311 (844-698-2311)