“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 5/26/2020)  
» 546 current inpatients with COVID-19 (As of 5/26/2020)**

**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:**

- VHA leadership has participated in 12 media opportunities, May 10th:
  - *Detroit Free Press (May 25, 2020)*: “A Different, But Still Essential, Memorial Day”
  - *Charlotte Observer (May 21, 2020)*: “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 has had 2,248,990 visitors. (May 19th-25th)*

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

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

- 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 45 states and 3 territories.

- 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.

- Providing 90 nurses to support two state Veterans homes in NJ.
- Provided the IA State Veterans Home with 100 reusable gowns.
- Provided the MN State Veterans Home with 25 COVID-19 collection kits.
- Providing 20 ICU or Med Surg beds in Des Moines/Iowa City and up to 50 nurses in Marshalltown, IA
- Providing 4 registered nurses and 5 nursing assistants at the Bill Nichols State Veterans Home 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

**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.

**NATIONAL CEMETERY ADMINISTRATION**

1,610 total COVID-19 related Veteran interments *(as of 05/25/2020)*

- 21,412 total interments from May 9-25

**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