



Paralyzed Veterans  
of America

## MEMBER SURVEY OVERVIEW: IMPACT OF COVID-19



Paralyzed Veterans of America members with spinal cord injury and disorders, and related diseases such as MS and ALS, have unique health challenges that are exacerbated during this time of isolation during the COVID-19 crisis.

**Between March 26–29, over 1000 PVA members responded to a survey regarding the impact the pandemic is having on their ability to access health care. The results showed some areas of concern for our members:**



**50%**

said their care team had not notified them of how to access VA spinal cord injuries and disorders (SCI/D) care – including instructions on how to receive care for the coronavirus should they become infected.



**46%**

are not sure whether their local clinic offers telehealth.



**14%**

stated home care providers do not have access to appropriate personal protective equipment, such as gloves and masks.



**11%**

have had their regular mental health appointments cancelled.



**8%**

have had a decrease in home care hours or visits since March 15th.

Furthermore, the pandemic has highlighted the need for telehealth and the use of online systems such as [MyHealththeVet](#), as well as adequate communications relating to these virtual systems. We are concerned that many PVA members are not familiar with telehealth, which could lead to challenges as veterans seek to access to health care during this crisis. We are also concerned that members are not using MyHealththeVet to its fullest extent, which would facilitate medication refills and other routine care needs.

Despite the isolation inherent to the COVID-19 response, we were hopeful to see that approximately 90% of respondents have not experienced any urgent mental health care needs. Also, of those seeking emergency mental health assistance, **only 4% encountered problems accessing care.**

Paralyzed Veterans of America is committed to the health and well-being of our members, caregivers, staff, community and all veterans. We are continuing to monitor the impact of this virus on our members, by working closely with the Department of Veterans Affairs and Capitol Hill to address the crucial needs of paralyzed veterans who need daily, life-sustaining care.

## SUPPORT HOTLINES

### PVA National Office

PVA members can contact PVA National at 1-800-424-8200 to be connected directly with a staff member who can specifically address benefits or health care issues or needs.

### White House/ VA Hotline

Get 24/7 help! Call 1-855-948-2311. Calls are answered by a live agent 24 hours a day, seven days a week, 365 days a year.

### MISSION Act and COVID Questions

Contact MyVA 311 at 1-844-MyVA311. For general COVID-19 info or info for MISSION ACT.

