



**Paralyzed Veterans
of America**

IMPACT OF COVID-19: 2ND MEMBER SURVEY

Paralyzed Veterans of America's members with spinal cord injury and disorders, such as MS and ALS, have unique health challenges and ongoing concerns that are often unmet during this time of isolation. During the week of April 8-13, PVA conducted a second survey with 850 member respondents that revealed the impact COVID-19 is having on their health and their ability to access care.

Nearly 80% of all respondents stated that they receive at least some of their care from VA's Spinal Cord Injury and Disorder System of Care (SCI/D). Of these veterans, 48% receive their care from a VA SCI/D Hub. Within the last month, 53% have been contacted by their SCI/D care team.

A top concern for our paralyzed veterans is access to caregivers.



45.6% did not have a plan for how to meet their caregiving needs should their caregiver be unable to do so

Of those who have plans:

39% would rely on friends or family

35% would rely on their local VA SCI/D center

Our members also report concerns with the following, although we are happy to report that the statistics indicate that there do not appear to be any widespread problems at the moment.



79% have not experienced any difficulty in acquiring medication refills and renewals

Of those reporting issues:

8.6% have seen physician or pharmacist delays

9.6% have encountered shipping delays



95% have neither been diagnosed with, nor tested for, COVID-19

Of those members questioned:

5 diagnosed with COVID-19, **ONLY 1** confirmed by testing

20 respondents reported testing negative



89% indicated no problems receiving wheelchair repairs in the last month.

In addition, a common concern of respondents was the desire for testing for COVID-19 and antibodies.

Because the spinal cord injury and disease (SCI/D) population is one of VA's most susceptible populations to the novel corona virus, care is being moved to virtual assistance where possible. As such, PVA is monitoring the experience of our members in this area to-date.



25% of respondents have had telehealth appointments related to SCI/D since March 15th.

Of those appointments,

72% stated they received easy to understand instructions

22% encountered difficulties due to internet problems

23% had computer/tablet/smartphone problems

PVA has developed a [Checklist Planning Guide](#) to help veterans meet emergent caregiving needs. We also encourage members to upgrade their [My HealthVet](#) accounts as soon as possible, and to use them to connect with their providers to secure refills of supplies and medications, as well as addressing other needs.

We are committed to the health and well-being of our members, caregivers, staff, community and all veterans. We are continuing to monitor how the virus is impacting our members, by closely working with VA and Capitol Hill to address the crucial needs of paralyzed veterans who need specialized 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.

