

Conversation Guide for Facility Locator Urgent Care PDF Testing

Introduction

Thanks for joining us today! My name is Aricka and I also have some colleagues on the line observing and taking notes. Today we're going to talk about how the VA.gov website can help you find Urgent Care.

Before we start, a few things I want to mention:

- This entire session should take about an hour. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
- In this session, we want to hear your honest opinions. We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
- If for any reason and at any time you want to stop the session, please let me know. You will not be penalized in any way if we need to stop.
- Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately.

Once you are recording I want to verify that you are okay with me recording screen and audio today.

Background

Tell us your name and a little about your service history.

I served in the army from 90-94, was in the air defense then the needs of the army caused me to reclass to counterintelligence and I served within that field for most of the time within the army.

Usability Test

Scenario

Let's imagine that you have had flu-like symptoms and want to visit a local facility that takes your VA benefits. For the sake of this test, you are located in Washington D.C.

(share link) I'm going to share a link with you. Once it loads, will you share your screen with me?

We will use a prototype to walk through a few steps in this scenario so not all links on the page will be clickable. Be sure to move a bit slower than you normally would on the web and talk me through what you are thinking.

Task 1 - Search

Let's imagine that you have flu-like symptoms and want to find a place to get care as quickly as possible. What would you do on this page first?

I noticed you chose [whichever type/location they chose]. Will you talk about why you made that choice? [If they chose VA Health, ask them to select an option that would provide quicker care.]

- So from the main page I would complete the search by city then chose facility by time. There are multiple drop downs and if it isn't urgent I would go to va community care verse urgent care.
- Why community care instead of urgent care- I don't feel like the flu like symptoms are catastrophic other than if it is the actual flu. So if you catch it in the earlier stage it is easier to recover instead of when it is fully onset.
- Confusing- I thought I would have more options to select.
- If you do have the flu, what would you do- I would click urgent care then click search to see which is closest. There is a VA clinic in Fredericksburg because I live close to there.
- Which would you choose- it came up with two VA clinics in Fredericksburg, I would likely choose the first option because we share the same zip code so I know it is in my area.
- For this test you are in DC, would you still pick this- I would look for one in Maryland because it would be closer.
- What would you do- I would put in Bethesda, MD to see if there was an office closer.
- Please choose a different service type, make sense that it is here- No.
- What are your thoughts- If it isn't urgent then there would be more of a range to choose from
- What do you think is urgent- Basically anything that is a bad illness so anything that can increase one's temperature. If you were bleeding you would go to the ER. Like a stomach virus wouldn't be urgent. Anything really where the risk of your core temperature rising. Like heat exhaustion but not so much cramps.
- Complete the search, now what would you do- Based on my location I would go to the closest one to me for immediacy of need. Like if you have the flu you don't want to try to drive . Getting care sooner rather than later is better.

Go ahead and complete your search.

Task 2 - Download PDF

[If they do NOT notice the PDF alert, go to Task 4]

[If they notice the PDF alert] Take a moment to read that alert and let me know your thoughts on it.

What first catch your eye- while I was searching I didn't not think it was important to look but prior to going I would.

You noticed but didn't click on it prior to results- Yes.

Task 3 - Read PDF

Take a moment to review the content of this PDF and provide your thoughts when you are ready. How would you summarize this document in your own words? What questions do you have after reading this document?

- What is this used for- this form has instructions for obtaining the prescriptions. One question I have is that it says you do not have an insurance card for the benefit. Does that mean that a veteran does not need a card to get the prescription filled.
- Unclear- Yes.
- Other questions- it seems straight forward. There would be a bill backward once the prescription has been processed and how much you can expect to receive which is up to 14 days' worth.
- In your own word- It is an explanation of benefits form to let you know exactly what the expenditures should be when you get a prescription. SO if something occurring that you don't think it should be you can refer to the form. It provides a guide to answer the questions you may have.
- Any other questions- I don't think so. Maybe at the bottom of the third page, it has that as long as you can have it on your smartphone you don't need to print it and it is easily accessible. Not all forms are that user friendly.
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Task 4 - Choose Pharmacy

Let's imagine that you had your visit with [whichever location they chose] and they prescribed medication. What would you do to fill that prescription?

- Given medicine what would you do- I would go back to facility and click on Va community care pharmacies and click on that then choose the service type. Then click search. Then it shows the options in the area.

What factors would help you determine which pharmacy to visit?

- location, if I have gone there prior they would have my information on file. Even if it were a bit farther away it would be quicker than providing all new information.

Post-test Questions

I have just a few more questions to ask you before we finish up today.

1. [If they did NOT notice PDF alert] I noticed you did not interact with the alert message that appeared when searching for a clinic to visit. Will you go [through task 1] and tell me what your focus lands on? What are your thoughts on the PDF? [ask Task 3 questions]

1. Do you know what Community Care is?

I don't exactly know.

If you had to guess- If I had to guess I would imagine it is similar to an HMO that employees have to do there work and is a centralized location for needs with a PA. Then they can direct you to other services like Physical therapy or something along that line.

1. What comes to mind when I use the term "In Network?"

I would think that it is someone that works with the VA as a healthcare professional.

1. I have a list of terms I want to ask about. Will you tell me if they make sense to you or what they may be used for?

- VA Community Care (In Network)-A general healthcare services in my area. Like the DC area, if I were traveling in Hawaii that that would be out of network.
- VA Community Care Pharmacy (In Network)- ON the same lines of the community care. It would be the location. So anything outside of that location is outside of the network or not part of the VA.
- Urgent Care vs Retail/Walk-in Care- That's a good question. I think the biggest thing is the immediacy of need and type of functions performed. A retail facility or urgent care to get a sport physical but for the flu I would go to an urgent care instead of a retail facility.

1. How would you rate the overall clarity of the PDF?- I would say a 4

Why- it is straightforward but maybe add bolding and more capitalization for things that are more important.

Understanding that you need to download the PDF- I would put the triangle red and then the other lettering in all caps. I think because of social media anything in all caps gets individuals attention.

1. How would you get additional info about your benefits? What else would be helpful to see regarding your benefits?

1. How prepared do you feel to visit a facility after using this tool?

Yeah, just have to remember to download the form.

1. What would you change about this prototype?- I wouldn't change anything it is straightforward for navigating. Maybe there is one thing but I'm not sure how this works because I'm not a computer person. I would think that it may make it easier if you were able to type in why you are looking for a certain facility it could give you different options that you could go to. Like if I have a stuffy nose, achy then it tells you to go to a community care or urgent care center.

You said va community care, what did you expect- Now that I think of it probably more clinics like minute clinic instead of CVS. I don't think I see minute clinic and an urgent care to be the same thing.

Questions for me- Is it for all veterans. So working somewhere where I have my own healthcare is this available for all veterans or does it depend on the healthcare status.

Closing

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.