

# Facility Locator Urgent Care & PDF Topline Summary

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This topline summary is a result of the synthesis that happens after conducting/observing research sessions. This is a high level summary of trends and analysis, but is not the final result of working with the data discovered. The information in this document may change following a deeper review and analysis of the data gathered.

## **The goal of this document is:**

- To make sure everyone who observed the study is in alignment with the perceived findings
- To gain insight from team/stakeholder/designers and determine specific directions to pursue as we analyze the data

## Research Questions & Answers

- *How are Veterans interpreting the content in the PDF?*
  - Generally, Veterans understood that the PDF was meant to help them understand their eligibility
  - Some Veterans did not immediately realize the PDF pertained to urgent care benefits
  - Most Veterans also understood that the PDF was to be used as a reference for providers and pharmacies
- *How might we make the need for the PDF clear to Veterans through language in the UI?*
  - When reading the alert, some Veterans did not know what the contents of the PDF would be
  - Veterans wanted to choose a location before reading the prompt
- *Can Veterans distinguish between VA Health and Non-VA Health locations using Facility Locator?*
  - When prompted with questions regarding Community Care, Veterans could discern that these locations would provide care “to their community” but did not equate it to Non-VA related facilities
  - Some Veterans assumed that Community Care was an option second to VA health or if VA health was unavailable
  - Overall, Veterans could tell the difference between VA facilities and Non-VA, but the label of Community Care caused hesitancy

- *Will the card labels provide enough context?*
  - Veterans had a general understanding that there is a difference between Urgent and Walk-in locations
  - The assumption amongst Veterans is that Urgent locations were offices with registered nurses
- *Are the listings in the facility type dropdown clear?*
  - Veterans defaulted to choosing a location via the VA facilities facility type and did not immediately click on Urgent Care
  - Veterans mentioned the Community Care facility type more often than Urgent Care
- *How would Veterans present the PDF when visiting a facility (print/mobile)?*
  - This seems to vary by age and level of experience with technology. Older Veterans mentioned printing
  - Veterans who would download the document mentioned that they would use it as a reference for all parties involved in the service (vet, pharmacy, provider)
- *Do Veterans know they need to bring the PDF with them to a community care facility?*
  - Some Veterans did not explicitly say they would bring this to their visit, but said they felt prepared with information about eligibility
  - It was not apparent that a Veteran would actually show this if not prompted by a provider or unless there was an issue

## Hypotheses & Answers

- *Veterans will not know the need for the Urgent Care PDF*
  - Generally, Veterans understood that the PDF was meant to help them understand their eligibility
  - Upon clicking into the alert, Veterans understood the content but could not determine its use based on the alert in the UI
- *Veterans will not know that the PDF pertains to multiple roles (Veteran, provider, pharmacy).*
  - Veterans who would download the document mentioned that they would use it as a reference for all parties involved in the service (vet, pharmacy, provider)
- *There may be confusion with the PDF alert being triggered by urgent care and pharmacy facility types*
  - Some Veterans did not immediately realize the PDF pertained to urgent care benefits
- *Veterans will assume that non-VA urgent care locations are the same (no distinction between walk-in, urgent, pharmacy)*
  - Veterans had a general understanding that there is a difference between Urgent and Walk-in locations
  - The assumption amongst Veterans is that Urgent locations were offices with registered nurses and that the services provided were different (no evidence of what those differences are right now)

## Notes