

## Facility Locator MVP Language Revisions

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The following suggestions are revisions made to language recommendations from the Office of Community Care. These revisions are based on feedback from a usability study run in January 2020. Facility Locator research findings can be found in the va.gov-team repo in Github.

Type	OCC Recommended Language	Facility Locator Revision	Data/Findings
Facility type drop down	VA Community Care (In Network)	Non-VA health	Veterans do not know how to define Community Care but understand that Non-VA locations will accept their benefits
Facility type drop down	VA Community Care Pharmacies (In Network)	Non-VA urgent care pharmacies	
Service type drop down (Urgent Care)	VA facilities	VA urgent care	<ul style="list-style-type: none"> <li>- Veterans assumed that Community Care was a second option if VA urgent care was not available. (Change both options to share importance)</li> <li>- Some Veterans assumed "In Network" pertained to a local facility or within a specific area in this context</li> </ul>
Service type drop down (Urgent Care)	VA Community Care (In Network)	Non-VA urgent care	
Card label	VA Community Care Pharmacies (In Network)	Non-VA pharmacy	<ul style="list-style-type: none"> <li>- Veterans understand that there is a difference between urgent and retail/walk-in care (hypothesis: the names of locations assist in this difference)</li> </ul>
Card label (urgent care)	Retail/Walk-In Care	Retail/walk-in care	
Card label (urgent care)	Urgent Care	Urgent care	
PDF Alert	It is very important that you download or print this form and bring it to your visit	<p><b>Important information regarding your Non-VA urgent care visit:</b></p> <p>This document will review your eligibility in preparation for your urgent care visit. It includes critical information for you and your care providers. You can print out a copy or download it to your mobile device.</p>	<ul style="list-style-type: none"> <li>- Veterans want to choose the location they want to visit before viewing the PDF</li> <li>- Veterans skipped over the alert because the messaging is vague and is easy to scan by</li> <li>- Veterans want to know what the PDF is before viewing or downloading</li> </ul>