

VA



U.S. Department
of Veterans Affairs

Medical Device Tool

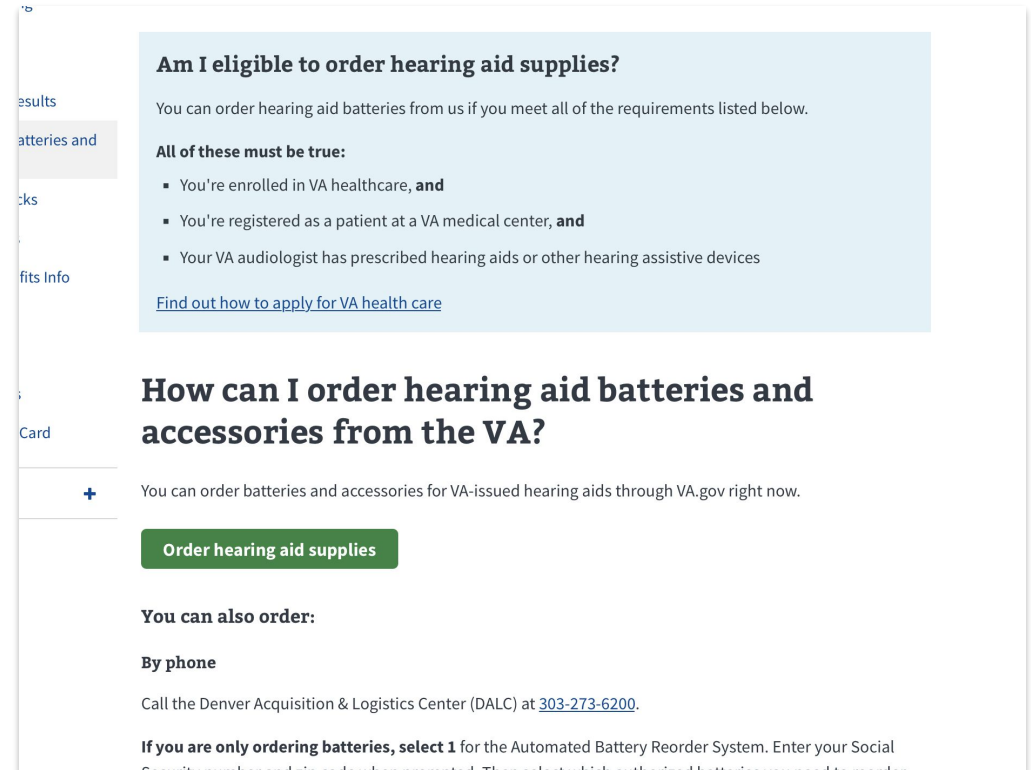
Usability Topline Summary

1. Participants experienced difficulties navigating to the ‘Order hearing aid batteries and prosthetic socks’ content page from the VA.gov homepage

- Most participants expected to see specific ‘batteries’ or ‘supplies’ links in the quick links section of the homepage
- Some participants searched in the ‘Health care’ section while others looked under ‘Disability’
- Some participants thought the content page should be listed under both ‘Health care’ and ‘Disability’
- Many participants defaulted to ‘Refill and track your prescriptions’
- Participants seemed to miss the main navigation on the site, which we hypothesize may be due in part to the large COVID alert

2. Some participants missed the ‘Order hearing aid supplies’ button that leads into the ordering form, but they noticed the other ordering methods available

- A couple participants needed to be prompted towards the ‘Order hearing aid supplies’ button in order to proceed
- Some participants didn’t know that the ‘Order hearing aid supplies’ button was a clickable button



The screenshot shows a web page titled "Am I eligible to order hearing aid supplies?". It contains a list of requirements: being enrolled in VA healthcare, registered as a patient at a VA medical center, and having a prescribed hearing aid. A green button labeled "Order hearing aid supplies" is visible. Below this, there is a section titled "How can I order hearing aid batteries and accessories from the VA?" with a plus icon and text stating that orders can be placed through VA.gov. Further down, it says "You can also order:" followed by "By phone" and instructions to call the Denver Acquisition & Logistics Center (DALC) at 303-273-6200. At the bottom, it mentions that if only ordering batteries, users should select 1 for the Automated Battery Reorder System and enter their Social Security number and zip code.

Am I eligible to order hearing aid supplies?

You can order hearing aid batteries from us if you meet all of the requirements listed below.

All of these must be true:

- You're enrolled in VA healthcare, **and**
- You're registered as a patient at a VA medical center, **and**
- Your VA audiologist has prescribed hearing aids or other hearing assistive devices

[Find out how to apply for VA health care](#)

How can I order hearing aid batteries and accessories from the VA?

+ You can order batteries and accessories for VA-issued hearing aids through VA.gov right now.

Order hearing aid supplies

You can also order:

By phone

Call the Denver Acquisition & Logistics Center (DALC) at [303-273-6200](tel:303-273-6200).

If you are only ordering batteries, select 1 for the Automated Battery Reorder System. Enter your Social Security number and zip code when prompted. Then select which authorized batteries you need to order.

3. Overall, participants understood the ‘Shipping address’ portion of the flow using the new interactive card design

- Participants understood the difference between ‘Permanent’ and ‘Temporary’ addresses
- Participants were able to navigate the edit functionality for ‘Permanent’ and ‘Temporary’ addresses
- Some participants thought if they updated their address in the form then it should update globally

The diagram illustrates a three-step process for managing shipping addresses:

- Selection Screen:** A card titled "Select the address where you'd like to send your order: (*Required)". It contains two sections: "Permanent address" (7711 S Fitzgerald St, Tampa, FL 33616, United States) and "Temporary address" (1234 W Nebraska St, Tampa, FL 33614, United States). Each section has an "Edit" link and a radio button labeled "Send my order to this address".
- Edit Form:** An orange arrow points from the "Permanent address" section to a form titled "Edit permanent address". The form includes a checkbox for military bases, a "Country" dropdown (United States), a "Street address" field (7711 S Fitzgerald St), a "Line 2" field, a "City" dropdown (Tampa), a "State" dropdown (Florida), and a "Postal code" field (33616). It has "Save permanent address" and "Cancel" buttons.
- Confirmation Card:** An arrow points from the "Save" button to a card titled "Temporary address" (1234 W Nebraska St, Tampa, FL 33614, United States). This card has an "Edit" link and a radio button labeled "Send my order to this address", which is now selected.

4. Contrary to our hypothesis, participants noticed the email address portion of the 'Shipping address' screen

- Although adding an email address was optional, all participants re-entered the provided email address

Select the address where you'd like to send your order: (*Required)

Permanent address

7711 S Fitzgerald St
Tampa, FL 33616
United States
[Edit permanent address](#)

☐ Send my order to this address

Temporary address

1234 W Nebraska St
Tampa, FL 33614
United States
[Edit temporary address](#)

☐ Send my order to this address

Email address

We'll send your order tracking number and confirmation email to the below email address.

Email address

Re-enter email address

5. Participants experienced some confusion during product selection

- Participants presented with the ‘You can’t order accessories yet’ alert initially thought that meant that they couldn’t place their order for batteries either
- Some participants noted that it was too much interaction and would prefer to see their products on one page

ⓘ You can't reorder accessories at this time

Our records show that your items aren't available for reorder until August 23, 2020. You can only order items once every 5 months.

If you need items sooner, call the DLC at [303-273-6200](tel:303-273-6200) or email dalc.css@va.gov.

These are the hearing aid accessories we have on file for you:

DRYING CAPSULE 2 PACK

Quantity: 6 (Approximately 6-months supply)

Last order date: 03/23/2020

⚠ You can't reorder this item online until August 23, 2020.

You can only order a hearing aid accessory once every 5 months. Each order comes with enough items for approximately 6 months.

If you need an item sooner, call the DLC Customer Service Section at [303-273-6200](tel:303-273-6200) or email dalc.css@va.gov.

6. While all participants easily found the additional info sections during product selection, several participants felt that the content inside was lacking

- **Some participants felt that they would not be able to easily contact their audiologist to update their profile, and preferred more detailed process for requesting updates without a direct line to their doctor**
- **Some participants said that they wanted to see their audiologist's contact information rather than a link to find it on another page**
- **One participant noted said they would like to be linked to My HealtheVet, where they can contact their Audiologist through secure messaging**

What if I don't see my hearing aid? ▾

You'll need to call your audiologist to update your record with all your hearing devices.

[Find contact information your local VA medical center](#)

What if I don't see the accessories I need? ▲

If you need a different hearing aid accessory or an adjustment to an available item, call the DLC Customer Service Section at [303-273-6200](tel:303-273-6200) or email

dalc.css@va.gov.

7. Some participants struggled with the Review page

- Page titles being shown in the review page posed a problem when they were action based. (e.g. “Add batteries to your order”)
- While all participants completed the task successfully, some participants felt that ‘Edit’ and ‘Update page’ weren’t appropriate button names
- Some participants skipped the ‘Update page’ button and instead finished the form

The screenshot displays a review page for a medical device accessory. At the top, a light gray box contains the following information: 'Accessory Name 3', 'Quantity: 10 (Approximately 6-months supply)', and 'Last order date: 06/30/2019'. Below this, there is a button with a checkbox icon and the text 'Order this accessory'. Underneath the button, there is a link that says 'What if I don't see my hearing aid?' followed by a downward arrow. Below the link is a blue button labeled 'Update page'. At the bottom of the page, there are two buttons: a light blue button with a left arrow and the text 'Back', and a dark blue button with the text 'Continue' and a right arrow.

Additional Insights

- Most participants said that they would utilize MyHealthvet to complete the task or log in
- Although participants expressed frustration with the VA's login processes, many understood why they needed to sign in to place an order
- A few participants wanted to know what 'hearing aid information' they'd need on step 1 of the form introduction page
- There is a recurring theme of wanting to reduce their waste of VA services
- When asked if participants experience any difficulties using technology or use assistive devices, many said that they enlarge the text on their mobile devices
- Participants prefer to place orders on their desktop rather than mobile devices

Next Steps

Next Steps

Synthesis & suggested design changes!