

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.

Well I entered active duty in 1973, served a 30 year career in various locations mostly in Germany and ended by career in DC. Currently reside there with my wife, had a wonderful career now enjoying retired life.

VA healthcare- Not VA healthcare but used the military treatment facilities and Tricare for life when I turned 65.

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.]

As an added fact where we live in Fredericksburg we will have the largest VA healthcare facilities in about to years so I may start to use the VA.

The way I have it is other sites I use I place in the zip code and when you do that everything seems to fall into place.

The washing VA medical center is 2 miles away.

Why would you go there

It is the closest

What if they are unable to get you in today

I would call the Franklin Street VA clinic because it is 3 miles away. It all depends upon the financial aspects to, if I knew I qualified I would just go to the 5 mile radius but if you go 5 miles out it is difficult in DC. I assume those are the closest facilities that can help me

What if you wanted a non-va care facility

I would go to where I have in the past. For example, I would not use urgent care or the emergency room. I would try to go to my primary car doctor if I ca right away if they are nearby.

What if you were out and about and cut your finger needing stitches

If it is on the app and I can pull this up I would tie it into google maps and call. I don't know enough that if the Washington VA medical center has an ER. I would assume it does so I would use that address and then have my GPS take me right there.

Click choose a VA facility then talk me through the list

Since money isn't an issue for me, for most people it is for VA care. I would start with the community care in network. If it could help me I would go there if I could not be supported I would go to urgent care

Why not urgent care

From experience with my children, my son is a doctor and he says that some urgent care facilities are not the right place to be especially if it is an emergency. If it can be reimbursed through Medicare then urgent care is convenient and I would utilize it.

For this test please click urgent care

Tells you the Fredericksburg clinic, for our purposes it is 46 miles away. I have never gone 47 miles for any medical issue. I must say I have gone to Walter Reed for a few things and that was free basically.

Let say you need care quickly and this is to far, what would you do from here

First I would call my doctor and talk to the nurse and make a decision with the nurse to where I need to go next. Urgent care or the emergency room at Mary Washington where I am located. It is 15 minutes to urgent care and 30 minutes to the emergency care.

If you could go to the service type and click on the drop down

There is VA facility and community care in network.

What does it mean

VA community care is for standard care and VA facility for everything such as counseling. It may not provide the care I need.

What does it mean with urgent care

I would go to the community care in network

Why

Because it seems like the place where I would be taken care of and not cost me anything. When I see out of network you pay the standard local rate

Please click on community care, talk me through what you see

It says you must download or print the form.

What does that mean

That means if I am going to be taken care of I need to print it out, fill it out and take it with me to wherever the community care location is. Reliance health services is the closest and I assume that it is a VA contractor. Plus it says walk in care

Why would you do that

I think that's what you told me when we started, I needed immediate care then got down to 3 miles and walk in care. I don't know what retail means though. If retail means that I can walk in and will be taken care of without fee.

Arlington Urgent care says urgent care, what is the difference

The word urgent. I guess if I need urgent care I would say maybe I should go there because its only 1.5 miles farther. I may go there after looking at these three

Why that one

Because there will ne a RN or PA that handles emergency care.

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.

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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?

- (reading page) Well the first two dots, I have Tricare for life and Medicare so I wouldn't qualify. If I didn't have an insurance card I would call to see if I was eligible. I wouldn't go there and just say you have to take care of me. I would clearly call and go through the process.

If I am in VA I would call the number to ensure I am eligible, I would not just get in the car and go even if I am not feeling well. They would just turn you away if you aren't eligible. That is understandable and if you need a prescription going to a CVS. I wouldn't know where the home medical facility is because I wouldn't know what it was. I am sure if you are in the network just call the number. Just as a veteran I would call and do all of this prior to even getting sick so I make sure I qualify and know exactly what is going to happen. I am not going to step out until I know. The third page is about the prescriptions. I assume the CVS is just for WV and not the other states. It has a bracket I would believe that CVS is only for WV or it is for all of the states in the block I would have to research it.

Summarize as a whole

The VA has to ensure that you are eligible for care even when not using the care. You must go through the process and that you understand everything that is required. I would have to take the time ahead of time for my eligibility and then be detoured until I have more documentation such as my DD214 that is required. I would not wait until I am dying or feeling awful to navigate through 3 pages of paperwork here. I do understand nearly all of it but I would have to slowly go through and ensure that if I have questions someone would be on the other end to help me.

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?

- First it would tell me where I could go to fill the prescription I wouldn't just go to Walgreens if I knew that I would have to pay a lot for it. I would not leave the facility until I knew exactly where I can get it filled and I would ask them to help me.

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 have no clue. It just tells me that most likely it is locations by eligible veterans can go to get their concerns meet.

- VA Community Care Pharmacy (In Network)

That would be good because I would know I could get it filled there.

1. How would you rate the overall clarity of the PDF?

I am looking at it again and I don't know because of the step requirements are. I guess I would say a 4 because you want it as simple as possible but it is somewhat lengthy

1. How would you get additional info about your benefits? What else would be helpful to see regarding your benefits?
2. I would call the 833 number and identify my eligible because I have Tricare for life and Medicare then they would tell me if I was eligible. They would ensure my eligibility and if I needed my dd214 to take with me to ensure they know I am eligible.

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

Pretty good I would say 5.

Why?

I would be able to dig in further at using the form and website. I would call there to ensure I have everything before I go. I would assume that I would have all of the questions answered.

1. What would you change about this prototype?

There has to be a separate area that a veteran that knows nothing can click to answer FAQ's. Under facility type VA community care means what does urgent care, pharmacies. I don't have a clue.

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.