

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.

served in the army for 21 years. I have been retired since 2001, currently working in commercial industries and sometimes go back to the va site. Since I am turning 62 it is more pertinent .

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.]

- I would say search by the zip code because DC is a bit far but there are primary locations there but there may be askance close. Then what it comes up with chose the type maybe an urgent care nearby. In this situation there is one within a mile of my house. Then service type in network and click search.
- Urgent care- Immediately, being in the military for so long I have gone to facility like fort Belvoir and the clinics within the area but if it is urgent I can go to the urgent care out of network if I need to so I don't have to drive all the way to DC. Community care in network would be secondary because I have a good understanding of my insurance benefits and then go through that process here. Then click on service type because it is brought up no matter what.

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.

- Must download or print the form or download the PDF>. I would read through this then print it for the provider. The pharmacy I would had done within a mile of my house and I would print this all out.

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?

- It is an instructions document that clarifies the process. Then I would look down here what is says for VA and then the in network section is within a mile of my house. Then this is an explanation that urgent cares can be more educated for VA benefits and this would assist them with understanding it. Then skips to the instructions for the provider because they may not know the information. Same thing for the pharmacy. This is key for any provider and our SSN our identifiers. Done in the blocks it provides them with more information. Many of pharmacy are aware due to the larger population of veterans but not all states have that many.
- ABC labels- retail walk in care is like a CVS store with a nurse on staff. Retail checkup and prescriptions available. I don't know the care but it is a services office. It may be like

an urgent care but walk in during business hours that can assess the condition and write a prescription based on their licenses.

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?

- With the urgent cares the closest to my house they have a basic pharmacy. I would do it right there in the urgent care and if it can't be don't I would go to CVS, Giant or Wegman's where I have filled prescriptions before.

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

- No really, it all made sense to me. I have been in the military healthcare system for 40 years so I am used to it so maybe someone without that experience they may need to read a little bit more.
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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]

Again if you have been in the military system it is a reflex action for us. The yield sign draws my attention to that. You may want to change the font to red so people don't go right past it. It got my attention.

1. Do you know what Community Care is?

1. What comes to mind when I use the term "In Network?"- established offices that are part of the insurance companies plan on the healthcare plan. Those who have not followed the step are allowed to provide care but out of network.

Non-va- may be part of the network but not part of the VA.

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)- established offices that are part of the insurance companies plan on the healthcare plan. Those who have not followed the step are allowed to provide care but out of network.
- VA Community Care Pharmacy (In Network)- Same thing as the va but pharmacy. It is in network and non-va would be out of network.

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

Why- It outlined everything I need out front, such as do I need to pay. It is the first question when asked like what you are charged and insurance. IF you walk in with your military id and you have to ask if you need to pay whereas the form provided a clear understanding. They are all on the same sheet and I should not have to pay. Then it tells you what they need to look for is the SSN. They can call the number if needed.

1. How would you get additional info about your benefits? What else would be helpful to see regarding your benefits?- I would first go to the number on the page. I have enough VA handbooks or go to the VA website to do the research prior to walking in.

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

1. What would you change about this prototype?- This is standard stuff, state, zip code, facility type. This is a subpage off of the va website. I am a stickler for this so thing should be capitalized such as C in Cemeteries. Then service type is there more there? Based on the type of facility care there should be a type of service option that allows me to see my options.
2. VA facilities what do you expect- In this instance the va facilities within that area, it makes sense. Those are all going to be DC based but it doesn't tell me much else for what is in network. I can't type in my VA location. It is pretty standard.
3. Last questions- if I click on the basic va page, how easy is it to get to this page quickly without clicking 8 links to get here. We all go to the process and the first thing that I would click on would be the healthcare information and waste or use a lot of time looking there first. Then I would go to find a VA location next.

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.