

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.

I have 5 years active army then I have around 13-14 years in the reserves.

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 choose the facility type. They have the urgent care facilities and stuff like that. That's why I would do that first. I would pick urgent care because it is the flu and an urgent care is an in and out facility so it would be quick.
- Next- look for the closest place. Click on one of the clinics then call them
- Why would you call- to set up an appointment
- If they had a long wait at the location and you needed care what would you do- I would check the other ones.
- How- Call them.
- Search results next to the map what does urgent care with va facilities mean to you- That the urgent care within the VA facilities that there are urgent care within that VA. I don't know if it is the hospital or clinic but they are telling me there is urgent care there.
- The first is 46 then second is 50 miles, what would you do to find closer care- I would take the urgent care out then look for closer VA.
- What if you wanted care outside of the va but took your va healthcare- They do that now?
- Please click on service type and pick va community care, what does it mean to you- Care within the community that takes your VA health care I guess.
- Please click search and let me know what you see- It is showing the different walk-in clinics, urgent care clinics that take the VA insurance.
- What would you do to find care for the flu- Well the reliance health service is walk-in so I would just go there. It is the closest and a walk-in so you don't need an appointment.
- Difference between retail and urgent care- Nope. I assume retail is in a CVS place. Urgent care is another walk-in but an actual clinic or doctor's office.

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.

- I don't know what's the form for.
- Why did you pass it- I was just looking at the map to see which was the closest.

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?

- You just need this paper to get the prescriptions filled or more or less an eligibility letter for the urgent care doctors.
- Read this then do you have any questions on how to find your eligibility?- Are all veterans eligible for this no matter the category.
- How would you get that answered- Call the Va. This page is more or less for the urgent care so they know how to bill or get paid for the visit.
- Any other questions- No.
- Content or layout- I think it is good, it is self-explanatory. It has everything that you or the outside facility needs.

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?

- Sometimes the walk-in clinic or urgent care has their own pharmacy or you can get it filled at the VA.
- One you normally visit- I do.
- In the va- No. I can't tell you the last time I have used the VA. Only because the va is over an hour away so yeah.

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]

I didn't know if it had to do with the different places available. I wouldn't have known to click on that PDF to get information. I just figured it had to do with the search. I think if it said something along the lines of I guess it is needed for your visit or explained what the PDF was that you need to download was.

1. Do you know what Community Care is?

I have an idea now that we have been through it. It is just like care that you can get within your community that you don't have to drive to the VA or the outpatient clinics. Like if your normal doctor is within the network you can use them instead of another doctor at the VA.

1. What comes to mind when I use the term "In Network?"

They are a participating provider for your care. You can say they are involved with 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)- They are a participating provider for your care. You can say they are involved with the VA.

- VA Community Care Pharmacy (In Network)- The pharmacy is linked with the VA pharmacy and that your prescription can be filled within the pharmacy instead of having to take them to the VA.

If we didn't go through this what would you think community care is- Honestly I wouldn't have looked it up and just went to the VA.

- Urgent Care vs Retail/Walk-in Care, which would you pick if you had the flu- I would pick the urgent care because it is the flu and what to try and get seen as quick as possible. With walk-in clinics it can take awhile before you are actually seen.

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

2-3 for the simple fact that many people would look at that then scroll by it. It says it is important but it would be better if it told you what it was and what the form is.

1. How would you get additional info about your benefits? What else would be helpful to see regarding your benefits?

I would just go online

Where- Either the VA website or just google.

1. How prepared do you feel to visit a facility after using this tool?
2. No I think the website is really good and the only thing is the PDF. I think a lot of people would open it up first if it was more in depth. I think it has a lot to do with security so it needs to be explained more. For me I put in the search stuff and was not looking for something that I need to download or print out a form so I scrolled past. When I searched I looked at the map and the results. I don't know if the layout needs to be moved around.

3. What would you change about this prototype?

Move the PDF up- Yes, so it stands out more. People's eyes will automatically go to the results and won't be looking for the PDF to download for their visit and I wouldn't have noticed it so it may need to be moved around so it is the first thing that the veterans see it and make it stand out more. I didn't know about the community care so I didn't know about this. The Pittsburg or Altoona VA is the closes or the outpost clinic is in Huntington but it is hard to get into the outpost clinics because the doctor isn't there all the time.

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.