

Notes for sessions:
Need to ask about their understanding of the different types of urgent care more clearly

Verify pre or post Mission Act when referencing Urgent Care visits

May need to do more testing with caregivers because the one we talked to was familiar with process/website. Is this the case for most caregivers?

Session Observations

Participant 1 - 12/11/2019 11AM ET

Knew what a retail urgent care location was and referenced past experience visiting one

Mentioned that they would not visit urgent care for a wound or a more serious illness

Had done some research on urgent care eligibility after hearing about the Mission Act

This participant is a caregiver

Preferred scrolling over pagination

Would like to see 10 results displayed on map (or more than 4, at least)

Noticed quick links after staring at page but mentioned at first glance would use the dropdown

Participant 2 - 12/11/2019 1PM ET

Mentioned that free standing emergency centers should exist with Urgent Care locations

Wasn't aware that urgent care was provided through VA

Did not click on the show filters but did mention wanting to have retail and urgent care defined somewhere

Was aware of the different services provided by retail vs urgent

She didn't realize the VA had urgent care the first time that she needed one (this might have been pre-mission act?)

She doesn't think the general public understands the difference between retail and urgent care

This user is very familiar with the medical system, having done emergency care for 50 yrs

She would not have thought to click on a filter for the definitions for retail/urgent care

VA health care in the dropdown confused her because she realized that the search results were not urgent care facilities

When she didn't see "urgent care" she said she would leave the site and just google it

The difference between "VA Urgent care" and "In Network Urgent Care" quick links was not clear to her

She liked the map and specifically noted the matching between the letters on the map with the search results

Likes the organization of the search results based on proximity

Name "Minute Clinic Diagnostic of the Dist." was confusing to her. Seemed to indicate a lab rather than urgent care

For information to display, she mentioned hours and "what they can do" meaning availability of lab and/or XRay)

Did not notice quick links and used dropdown

once she saw the definitions, she found them to be helpful

Participant 3 - 12/11/2019 2PM ET

Did not notice quick links

Used dropdown but mentioned that at first glance he did not see in-network provider since it was at the bottom

Participant's brother mentioned that the Urgent Care location he visited took "whatever insurance he had"

Wants "directions" to connect him to Google maps

This user also mentioned his Medicare and Tricare benefits... how confusing are this overlapping benefits for our Veterans?

So familiar with using drop downs that he did not notice quick links

Presence of VA health at the top of the drop down prevented him from reading the entire list (he also mentioned the length of these choices caused him to disregard them)

Wants to see entire name of facility in search results, not a truncated one (and the name of the Minute Clinic is confusing)

Wants to see what services they provide along with reviews and hours, especially if they are limited

Did not expect to see the definitions under "show all filters"

"too clue" about difference between urgent care and retail, although first instinct was to assume that retail might imply out of pocket cost

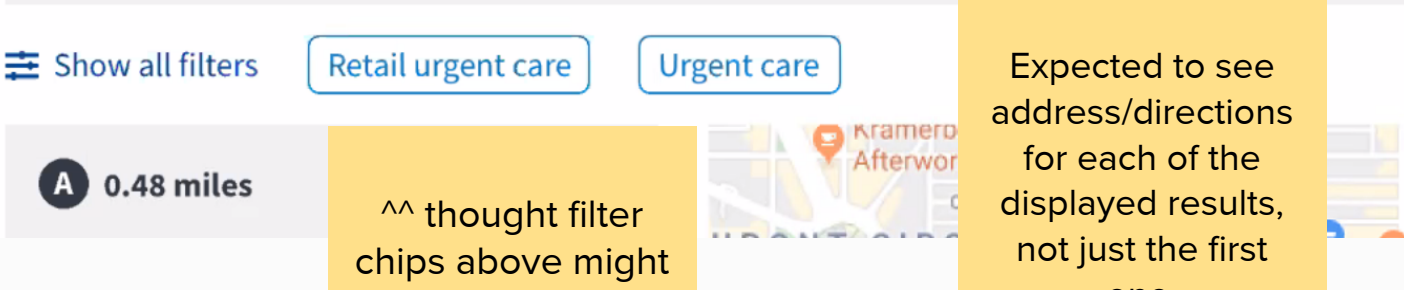
Had never used Facility Locator on VA.gov

once he saw the definitions, he found them to be very helpful

Found the page to be consistent with other search experiences

Likes the map because a primary concern is always how to get there and back

retail = Walgreen's or CVS (where I can also buy band aids) vs. medical facility



** thought filter chips above might allow him to filter if he clicked on them

Expected to see address/directions for each of the displayed results, not just the first one.

Participant 4 - 12/11/2019 3PM ET

Did not notice quick links and used dropdown to select in network providers

Had no idea what retail urgent care was -- mentioned that it seemed like someone trying to sell him something

Said he would try to visit a VA facility or emergency room if he was bleeding or had a more serious injury

Participant 5 - 12/11/2019 4PM ET

Knew about VA having Emergency care but not urgent care

Has experience with visiting urgent care using "secondary insurance"

Would call the first/lowest one, explain he is a Veteran and ask if they could take care of him. Later said he would call to find out the services provided

Chose MinuteClinic for a sore throat and Reliance Health Services for stitches

Trusted by difference between retail and urgent one. Assumed retail meant an "outside locator" (not part of the VA) vs. able to differentiate between emergency care and urgent one

Said definitions for retail vs urgent care make sense, "very helpful" in breaking down which scenario applied to each

Loved participating in this session and said he liked helping to make it better for others

Overall Session Observations

General lack of understanding of services provided at "urgent" locations

Participants mentioned visiting an ER or VA facility for serious/pressing injuries and illnesses

Participants were unclear on the term "in-va-network" relating to urgent care facilities

Quick links were ignored 4/5 times

Brand recognition with "MinuteClinic" or other retail names e.g. CVS

Desire to see more options than just the top few

Truncated name of clinic threw participants off/was confusing

"diagnostic" name made users think the services provided were different than available

Definition of types of urgent care facilities needed at higher level

Search results should have all information necessary

Users loved the correlation of letters and map pins

There is a desire to interact with the map

Confusion around interaction with filtered criteria "pills"

Participants did not understand the difference between when to use VA health care or in-network community urgent care

Visits to community care locations result of word of mouth, recommendation or proximity

Participants didn't choose the in-network option in the dropdown because: it was in the bottom of the list and it was a long entry

Look at GA for filter/search to inform how to order dropdown

Understanding of Urgent Care

A thought: is it possible to eliminate the need for the different facility types and just tag locations instead? e.g. if someone had a sore throat, could they just search urgent care and tags could show "VA health" or "in-network"

Quick Links & Filtering

Map Interaction

Overlapping Benefits

Language & labels