

# Conversation Guide

*Start recording.*

I have started recording. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? I am.

## Warm-up Questions - 5 minutes

Before we look at the prototype, I'd like to start with a few warm-up questions:

- Over the last month, how have you used VA.gov, MyHealthEvet or any other VA apps to manage your healthcare or benefits with the VA? I have used the messaging tool to talk to my doctor, I have used it to request shots, and visits. I have only used it on the website. I was not aware the app was up and running.
- Secure messaging is on the mobile app now. I will have to check that out.
  - If yes: Which of these sites or apps did you go to most frequently? Why?
  - If no: Move to next question
- Do you have the VA Health and Benefits mobile app?
  - If yes:
    - When did you first start using it?
    - What are the main reasons you use it?
    - How frequently do you go into the app? Daily? Weekly? Monthly?
    - What do you like best? What do you wish you could change?
  - If no; Move to next question
- Do you currently use any digital services such as VA.gov, MHV, or the Rx refill app to view and manage your prescriptions? Just online not on the app at all.
- Do you use the MHV or VA.gov to manage your prescriptions? I use MHV.
  - If yes: What is your experience like using these tools? So far it has been quite positive. It tells me what I need to know. I can talk to the doctors and their staff. A mobile app would be good because I could send an email and I would forget that I sent the email, and it could sit there for a long time. If it is on an app, I would get a notification to remind me. I have a bit of communication with my doctors online because I travel internationally.
  - If no: How do you currently view and manage your prescriptions?

## Prescription Mental Model - 5 minutes

Thank you for sharing that. It helps me understand your experience across a range of VA related products. Now I'm going to ask you a few questions about your experience with managing your prescriptions.

## **Task**

- Take me through how you manage your prescriptions. Do you use digital services? How do you use them? If you don't use digital services, how do you manage them? So, logging on I set up a ID.me account so that is what I have been using. Once I got set up, I saved my information on the computer so that comes up really fast. I navigate through the site, and it shows me that there is a refill that is available. If it is something simple it is quick where I would have the medication in hand. The higher-level prescriptions I generally have to see my doctor annually to have my prescription renewed.
- Control substances are shipped to your home address as your other prescriptions are shipped? Yes, a 90-day supply will be sent if I have the doctor's approval to have it renewed. You can not request for those before the 90 days are up. If I lost a bottle, I am sure I could message the doctor, but I am sure they would request to see me again.
- When you have to renew your control substance prescriptions, do you have to see your doctors every time? Only annually. If it is within the one year it is just an email as long as it is within the 90-days, but if the doctor needs to see me then it would be a case that they have to do a physical.
- For the international medications do you get them here in the states or while you are traveling? No before I go.
- Do you ever look at your prescription history online? Yes, most of the time the button to reordered is greyed out if it is expired. Most of the time I can request that renewal over messaging unless it is a control substance.
- Is that page, is that your entire prescription history? Yes, it is. You scroll and you can see everything that has ever come to you from the VA.
- You mentioned that when you order prescriptions it usually comes the next day, do you ever track that, or do you just expect that to arrive? I have tracked that before. I probably would if I did not receive it, but I usually don't track it.
- How do you track it? I think on the website there is a tracking number there. I don't know if it is easy like you can click on the tracking number and it would show you where it is at. I am not sure because I don't track that often.

## **Pharmacy Landing Screen - 5 minutes**

Thank you for sharing that. Now, we're going to take a look at a few things in a prototype that we're developing for the VA Mobile App. If you have the prototype link handy, feel free to pull that up now and share your screen. If you don't have the link I can send it in the chat as well.

[Figma prototype](#)

Before we select anything or navigate anywhere else I'd like to pause on this screen and have you look around and speak to what you're seeing and thinking. Feel free to scroll up and down, but just remain on this screen

## Task

- What stands out to you first when looking at this screen? Well, it looks like the refill is in the right spot because I figure that is what most people will be doing. There is my renewal button there. You have tracking numbers when they were shipped.
- What do you mean the refill button is in the right spot? I would be coming into refill or checking my prescription history and if I did, I would go through and hit. If I see prescription refills, I am assuming that if I hit that button a list of prescriptions I can refill would be listed. You would take me to another page this way I can click on which prescriptions I want to refill. It just seems that is what you would have. Like an option to set up something you would not have to touch anything every time. Like a list you can create that would automatically refill. See right where it says refill prescriptions, oh wait that is tracking down below. If you can get beyond one slide up, you would know. If you had 20 medications, you wouldn't know to keep scrolling to get to the next topic. It seems like if they are delivered that it says on the website and it does not just disappear when they have been delivered. It keeps a history of a tracking history, but once you start doing that it becomes long.
- What do you think you can do here?

## Refill Modal - 15 minutes

### Task

- Imagine a scenario where you need to refill a prescription for Advil, how would you go about doing that? Remember to speak out loud as you go through the process. I would go and look at this one and look through until I found Advil,

click on the box, and then click request refill. I believe that is saying I would get my prescription at my home address.

- Where do you expect to find the prescription, you just requested a refill of? I think it would be in this tracking area. Yeah, because if you sent it out it should have a tracking number and drop right here at the bottom. That would be my guess.
- Do medications receive a tracking number right away or when they are sent out to your house? I think my provider has to review that first. I am not sure, but I think he does have to review it. That is like me sitting in the office and telling them I need my Advil and they give me the Advil. I would expect the tracking number after it is shipped out. If I wanted more details, I could call or send a secure message and request more information about the delivery of my product. I just care about it being shipped out and when is it getting to me. I don't see it now, so I do not care to see it.
- How do you know when to request a refill? When I run out in the physical bottle. It could be more challenging for someone who uses liquid medication, but for me I can shake my bottle and see I am running low on medication. I am a visual person.
- For the international medications how long in advance do you request that medication? About 30 days prior to when I leave. I would not expect the VA to manage that medication that is on me.
- How do you expect to receive your requested refills?
- *If they're no longer in the modal: I'd like for you to go back to the screen where you selected the Advil prescription for refill.*
  - Refillable tab: What information do you need to determine if you would like to refill a prescription? I think the site you developed looks like it is found. Gives you what you see on the bottle. I can see what it is, how many refills I have, and when I need to get in contact with my doctor. I guess on these refills. Maybe you have it in the non-refillable if you had a secure messaging link you could click on to get a message box so you can request the renewal.
  - Non-refillable tab: What do you think these prescriptions are? These are ones you are just not taking right now. Like when I had an ear infection, they gave me medication, they put 2 refills, but I can see where that kind of medication is something I may need, it would be nice to message her and tell her I need a refill. Sometimes you see the doctor knowing what you need because you have had that issue before.
  - Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning? It means I have run out of

refills. More time has past that the doctor does not feel comfortable with me just refilling that medication on my own. These would be the control substances kind of prescriptions. You would be able to view what you have taken before.

- You mentioned this information being the information you see on the bottle, is that correct? Yes. It gives you the name, the dosage, the provider, and instructions on how to take them. I am not sure if you would want all the information on the front page, maybe have another tab behind it to show more details about the medication.
- Is this the information you would want to see here or on the more detail page? That would need to be in the more detail screen. Do what you have done. Keep it to where it has minimal information. I don't know if you need to know the shipping location because we are already assigned to them. I know I can go to any VA location, so if I needed something wherever I am but it is not very often. In all the back-end detail is about my home. I would have to have some kind ability to change my shipping address.
- Do you have prescriptions from other locations? No. Very few of us leave our house. It is only if you visit an emergency room if you need to so you can get home. I do know a lot of Veterans who have sold their homes and live in RVs, so they are not in one location for more then 120 days. I think they would just change their addresses within their profiles. I think the profiles even save your previous addresses so you could click on which one you would be able to click on which address you need.

## **Prescription History Screen - 10 minutes**

### **Task**

- If you wanted to view your prescription history, how would you go about doing that? Remember to speak out loud as you go through the process. Go back to the home screen.
- Have you seen these labels before? I was looking at the website or this page that you built.
- What are you thinking as you are looking at this page? I am looking at the active button, active submitted, in progress, and expired.
- Have you heard of those before? I think so maybe something similar to those. I know in history it tells you what you are currently using. Is this all sorted by alphabet or date?

- This page does not have a specific sorting, is that something you would want to have? I would like to have all my active medications on top. Either in my hands or coming to me on top. Expire would be below that. I am not sure about the refill in progress. I think you are walking me through. Active means active no actions have been requested. Active in progress means you requested something to have. Active on hold I am not sure. I tell you have a help screen to tell us what all the labels mean if you did not know what each thing means. It looks like I can sort this page here to give different filters.
- If you did not know what active on hold meant how would you find out what that means? I would think you could click that question mark.
- What prescription information do you need to know when looking at this list?
- If you wanted to only see prescriptions that were active, how would you go about doing that? Filter, drop down, and clicks active.

## **Prescription Details Screen - 5 minutes**

### **Task**

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that? I should be able to hit this.
- What do you think about the prescription information presented here? What about the grouping? Yeah, it looks like it.
- Is this the information you were expecting to see in the details page that you mentioned earlier? Yes.

## **Prescription Tracking Screen - 5 minutes**

### **Task**

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that?

## **Tracking Details Modal - 5 minutes**

### **Task**

- When viewing a tracked prescription, what information would be important for you to know about that prescription?

## **Post-Task Interview - 2 minutes**

- Was there anything you found difficult or annoying about the things we asked you to help us test today?
- Was there anything you liked or found useful about the things we asked you to help us test today?
- Do you have any questions for me?

## **Thank You & Closing - 2 minutes**

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.

Thanks! Lastly, do you know any other Veterans who might be willing to participate in a future user research session?

- If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!

## **Emergency Exit Strategy**

We will be using the out of question exit strategy if an emergency arises:

- Exit strategy: We have covered all the questions I have for you today. Thank you so much for your time and feedback.