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? Yes.

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 MHV website. I use it all the time. The two-factor authentication is good, but I wish there was a way to sign in quickly.
    - 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? I think I mainly use it for RX refills, and I do also message my providers. Like changing my appointments or if I have a non-urgent question. I also check on appointments there. Like if I was told on the phone I will go online and verify the information.
    - 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 have the app or have you heard of the app? I have not heard of the app.
    - I can send you the link for the app if you are interested in that. Yes.
- Do you currently use any digital services such as VA.gov, MHV, or the Rx refill app to view and manage your prescriptions?
    - If yes: What is your experience like using these tools? That experience is pretty good. Sometimes it is slow. Sometimes it feels like something is wrong, but usually it turns out that I just needed to go back and ensure everything is okay.

- What do you mean it is slow? The screen is slow to load. Other pages are loading quickly, and MHV is running so slow to load anything. Once it comes up, I have to find where to sign in and then go to the next part of the log in. I use the ID.me for authentication. Then I click on everything I need to refill, then the next screen tells me what is going to be refilled and what is already on the way. I will also go and make sure that a provider has not messaged me back, and then I will sign off.
- Can you talk more about the other screen it takes it to? It is not another screen it is a list of medications and because it only shows 10 medications at a time, I have to ensure the other medications are also going to be refilled. *Lists medications* *broken connection*
- If no: How do you currently view and manage your prescriptions?
- How many refills are you typically requesting at a time? 3.
- How often do you request a refill? I think there are two medications that need to be refilled once a month, but the other 9-10 every 3 months.
- How do you know when you need to refill your prescriptions? I use a dispenser system. When I fill up the daily sections I can see when I need to refill. When I get a prescription in the mail, I know I can request the next cycle then. When the pharmacy is out one month, they will send the next one.
- You typically wait until you get your medication in the mail to request your new medication? Yes.
- Have you ever not received your refill? Only when I have forgotten to request my refill. But I haven't had an issue recently.
- Can you tell me why you request it when you get it in the mail? Because I would have a difficult time remembering to request it later. I could put it on the calendar, but it would not be a high priority on my mind.
- Do you ever track your refills? I just expect them to arrive to my door. If I felt something should have already arrived, I will go and track it. I have done that before.
- And you check that information on MHV? Yes

There have been times where you wanted a certain medication, but the VA provider could not give it to you? Yes.

What did you do during that time? I talked to some doctors and getting some other things to give other medications from a civilian. Lifestyle changes have helped a lot.

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.

I see the refill tool, and I am curious on what else is on here. I see there are prescriptions that have shipped. There are two prescriptions in that one package. I would want to click on refill prescriptions, I think. I would select all. Okay those are the things I would not get refilled.

Why would you click the select all? That is normally what I do. These are all the things I continue to take, and I have only changed one medication at a time for the past 10 years now. Not quite 10 years but yeah. I just refill all the same stuff because I always take the same stuff.

So, there have not been a time you could click on a medication to refill that you no long take? Yes.

Tell me more about this screen? Amoxicillin is something that is taken for an infection for about 10 days and then you are done. The same with Prednisone. I know some take it long term, but it has some negative side effects.

If these were your prescriptions, you would just expect to see what medications that are refillable? Yes. Once a year it would tell me to see a doctor if one of my long-term prescriptions were non refillable.

Would you expecting to see your entire prescription history here? No, I would be concern if I saw the who prescription history there.

Why would you be concern? Because I am supposed to keep taking my medications, and I have side effects if I do not take them. If I saw the entire history as what I have taken, if I kept seeing that on a page with nonrefillable prescriptions that would make sense. I think it should be on a page that says Prescription History not a page with medication that just recently became nonrefillable. It would be a long tab if it had everything from the last 10 years.

Can you talk more about that? If I have been taking medication for 5 years and you showed every time it has been renewed. It does not make sense to have to go through

that on a phone size screen. You do not want to be scrolling through. It would be hard to remember which tabs are above and below. It would be a long list.

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?

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?
- 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 down to the one that says Advil and click next to it. Go down to request refill. Oh, good it is nice that it asked if I am sure.
- When you requested a refill do you expect to see it in that list? Yes, to show that it has been requested to refill but have no tracking information.
- Where would you expect to see the request refill at? I would expect to see it under prescription tracking it just would not have a tracking number. It would

have the name, dose, the prescription number, and request sent. It would have at the bottom request sent and today's date, the next day request received with tomorrow's date, and then a couple days request sent and tracking number.

- You would want to have prescriptions that are being process and tracking in one place? Yes, because I would know to expect them, and I know that I do not need to get in contact PCP for a refill because I know it is being process. I just like to know if I need to contact a doctor or someone in the pharmacy.
- When you need to contact someone do you call them or send a secure message? I usually start with a secure message because I sometimes have a hard time talking and hearing clearly over the phone. With a message I can make sure that I can ensure I type everything clearly.
- Where do you expect to find the prescription you just requested a refill of?
- 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?
    - Non-refillable tab: What do you think these prescriptions are?
    - Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning?

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. I would think I would want to click the home button. Maybe it is the profile button. I would really think it would be part of the. I would think if I clicked on the home button it would show me all the sections and I could click on the area I need to go. When clicking on profile I would think it would be attached to my user ID I would think I could get there from that.
- What prescription information do you need to know when looking at this list? It is. Yes. It is. This is exactly what I would want to see.
- Is there anything missing or anything that you don't think is important? I would want to see the date it was last filled on.
- Why is that? It would let me know. I want to ensure I have ordered the refills. I should know if I am about to run out. If I am on my last set of pills.

- You would use that date to make sure you ordered your prescriptions on time? Yes. On the history.
- Why on the history and not the prescription screen? Because I would think history would be more of a tracking system. If I was taking an inventory of what I am taking now I would go to the history.
- You would expect the history page to provide more information than the refill page? Yes.
- If you wanted to only see prescriptions that were active, how would you go about doing that? The icon with the horizonal lines that make a triangle going downwards. That scrolls over and you can choose tons of options. Yes, that is something I would expect. Touch the active oval there and that should do it. This is a really good protype. I like the features that you can find exactly what you want. I like the option to sort and having all those filters there.
- Is that something you tend to do? No. No, I can't say that is something that has come up with prescriptions.
- But you would appreciate being able to do that? Yes. I really like having the tools to go through the list.

Prescription Details Screen - 5 minutes

Task

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that? Click on it and that makes sense. It even gives the expiration date.
- What do you think about the prescription information presented here? What about the grouping? Yes, it is the information I would expect to see. I also like that it shows the last filled date on there as well. I also like that on the same page you can request a refill from there. I like that you can jump straight into that function.

Prescription Tracking Screen - 5 minutes

Task

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that? I would go back and I don't see Motrin. There is no

Motrin here. I feel like I am on the wrong cycle. I do not see it here on my prescription history.
- The first place you would to expect to see it is on the prescription history? Yes.
- Take me back to the page you were on before? You were expecting to see all your tracking information on this page, or would you think to see it on a different page? If it stated prescription tracking (5) I would expect it to show me 5 prescriptions. I don't see the show all right here on the top. I am sure I would get use to the app eventually, but I would like to see more.
- You just want it to be clearer? Yes. I am pretty sure after having the app after a couple months I would get use to it. I do appreciate it not showing too much on one page.
- Earlier you mentioned packages and two prescriptions in a package, can you explain more? I am on the screen that shows me one box with two medications and tells me shipped, date, and tracking number. So, I know that would have two medications in there. Usually, my medications get sent one at a time. I think once I got it two in a box, but usually it is one at a time. I am not sure why the pharmacy does 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.