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? Most recently I have used the VA site to use my service-connected disabilities and ensure I have all the paperwork I need. I use MHV to refill prescriptions, secure messaging. I have been using the MHV website to refill my medications.
    o If yes: Which of these sites or apps, did you go to most frequently? Why? I usually go to the wider VA site for education purposes, but the MHV for my medical information.
    o If no: Move to next question
- Do you have the VA Health and Benefits mobile app? No
    o If yes:
    o When did you first start using it?
    o What are the main reasons you use it?
    o How frequently do you go into the app? Daily? Weekly? Monthly?
    o What do you like best? What do you wish you could change?
    o 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?
    o If yes: What is your experience like using these tools? I think this week I went on there to refill 2 out of my 3 medications. It was really easy, I just logged in and clicked on what I needed to refill.
    o Have you ever had issues on MHV? No.
    o 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? I typically use the website on mobile because it is easier. I log in with on of the billion ways they provide. It is nice and easy. You go right to the pharmacy and click on what I need to refill.
- Do you ever reference you prescription bottle? No, I know what I am taking so I just go right in there.
- When do you know to refill? It is a combination of things. I take them daily so I can see when the medication is getting low. I will go on the website and see if I am in the clear to order the refill. I am not sure if it on MHV or my old Tricare, but it would tell me when it is refillable.
- Is there a reason you wait 2-3 weeks out when you refill? Out of habit when I was active duty.

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? Yes, so far I like that it is straight forward. It is simple and it shows you the number of refills. I like how it has the window to request renewals, and that it has the tracking number. I like the big refill button and I like to go straight to what I came to do. It is the first thing you see.

So, you usually just to refill you don't look at tracking? Sometimes I do look at tracking, maybe once or twice a year, I usually just refill and trust it will show up. I like that you can send a renewal request because hopefully you can click on that it would allow you to message your provider.

Is that how you typically request a renewal? Yes, because who likes to wait on the phone. My provider has proven that she is reliable. I just go to secure messaging and tell her what I need to get a renewal.

Has there ever been a time there was a time where there is an issue with messaging about renewal? No.

- 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 to the pharmacy page and click on refill prescriptions and then it says 4 refillable. I would scroll to Advil and hit refill. Cool refill request sent.
- Where do you expect to find the prescription, you just requested a refill of? Probably history. I would assume it would be a history of actions. So, it would show Advil recently requested a refill. I would expect to see Active refill in process since I just did it. It looks like it does capture what I was looking for the most. I guess what it is already showing is okay.
- Active submitted: how would you go about finding out what that means? I would just use context clues or ask my provider what that means. Or if I am feeling froggy I would call up the VA pharmacy. Maybe even scanning the site to find out what that means.
- 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 look for the name and 2nd I think it is already on the MHV is has the date of when you last received it because that helps me visualize when I need to refill. The name, dosage, checking how many refills I have left, date, and making sure it is going to be sent to me or if I

need to pick it up. I like being able to click multiple at a time. I just refilled 2 or 3 at once this week.

You mentioned that you want to see if it would be shipped or picked up, do you usually have to do that? Recently I do not recall them giving me an option, so I just assume that they will just be sending it to me. I know on the Tricare site they would give you the options, but they did not allow you to have it ship to you house. Tricare site was easier to view medical records.

- o Non-refillable tab: What do you think these prescriptions are? The non-refillable that are showing medications that are in transit or are being processed.
- Is there confusion with what you are seeing and the title? I get it that you can not refill something that is in process of being refilled or that are not in your system yet. Maybe it would easier to have the refillable page and having those items greyed out and an explanation on why you could not refill it. The older generation may have more confusion on what it means. MHV has all the medications listed on one page, and the ones you can not refill you can not click on.
  - o 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 guess this is listed alphabetically or most recent. I like there is a search bar on the top so I can search for the medication I may be looking for. I like that you have all the tabs listed on the top. I like the option to sort in the different ways.
- Do you ever see these statuses on MHV? I think I see active, active on hold, submitted, and refill in progress. I am not sure about expired and discontinued. I have just never seen them.
- What prescription information do you need to know when looking at this list? I guess. Situations that would make me go to the history would be to tell providers. I would go there to tell them dosage, name, or even the RX number so they can look it up. I just look it up is to communicate to providers.

- Would you share the information of dosage change to your provider? If I noticed I would reach out via secure messaging and asked them.
- If it does occur is listed once or twice? I have never gone through that, but I assume that it would be listed once to avoid confusion. I am sure that it would show in history but not on active list. It is important to track.
- Would you want to see both dosages together of the same medication? Maybe if there was a drop down.
- If you wanted to only see prescriptions that were active, how would you go about doing that? I would click filters and click active and apply.

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 just noticed there is a question mark next to active. I would click on the carrot next to the name and the details would show me.
- What do you think about the prescription information presented here? What about the grouping? I like this information on when it was last refilled, quantity, and the facility. I am not sure what TTY is.
- What is the importance of the order date and last fill date? Goes back to talking my provider. Not only can I tell them when I last ordered, expiration date, and when I first started this medication. I also like using the information to plan. Sometimes it is a date I keep in my mind, or I can plug into my phone calendar to remind to refill. Sometimes I just look at the bottles to remind me as well.
- Expires on date, you said that is when the medication expires or when you can no longer refill. It is usually for when you can no longer order the medication, or you have to request a renewal for that medication. I use the VA entirely for everything.

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 to the filter and go to refill in process or go back to the main page and look at the tracking number. I am wondering if it is

possible to see the refill in process on the same page even if there is no tracking number this way, I do not have to go to prescription history. Just because I know at some point there will be a time it will have a tracking number.

- Has there been times you had issues with refilling a prescription? Yes, recently I had an issue with a piece of medical equipment in my size, but they called me got my size and sent it out.
- How is that process? Is it the same way as prescription? In my experience, the section will take all the measurements and send it off to be made and send it to you. You can not really track within MHV that I know of. I do not know. Just like glasses they just ship it without a way to track it.
- I am hoping you can filter through the shipping date, items that have been shipped, and items that have not been shipped. Main thing is shipped date I would want to filtered date.
- How would you use that ship date? Just for my personal reasons. To help generate of estimates of when the medications would arrive. I am curious if you click on the tracking number if you can copy the number or if it opens a new window with USPS site.
- What would you prefer? If it took you straight to the USPS would be ideal. If that is not possible just being able to copy it would be 2nd best. It should also mention on who the tracking number belongs to (USPS, FedEx, or UPS) this way you know who to track it through.

Tracking Details Modal - 5 minutes

Task

- When viewing a tracked prescription, what information would be important for you to know about that prescription? It does show you the carrier when you click on the details and an image.
- Can you tell me your experience when you are tracking? It only happens when I ordered something, and I haven't heard anything. It has a button next to where you would request a refill. When you track the number itself it tells you that you are about to go to a third party website so you can decide if you want to go forward. Once you are on there it gives you details on exactly where it is.

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.