

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 ma'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 MHV to order my prescriptions, telehealth appointments, and to verify my appointment times.
 - If yes: Which of these sites or apps, did you go to most frequently? Why? The VA app to keep up with my claims and my disability recently and the secure messaging. I will continue to secure message.
 - 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? Around 6 months ago. I think that is about when I started using it.
 - What are the main reasons you use it? I also use it to print off letters to prove eligibility for different things. To ensure that payments have post, send letters, prove vaccines. Add appointments to my calendar.
 - How frequently do you go into the app? Daily? Weekly? Monthly?
 - What do you like best? What do you wish you could change? Just because I have been doing so much with my claims, I like how much it updates with my claims. That is a plus.
 - If no; Move to next question
- When you were going in to do your claims, were you going into it daily? Yes.
- Would you change anything? No. It is an easy layout. The only thing I would change is adding a disability calculator. You usually have to go to a third-party app to get that information.
- 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? I don't like refilling my prescriptions because when I click to refill, I scroll down to refill now and then I get a pop up to confirm my address and go back in and it doesn't show I have done a refill and so I have to do it again and I will end up with two prescriptions. It doesn't give me a verification that my prescription has gone through.

- It brings up a pop up to verify your address, does it allow you to edit that address? Well, our house is a new build, and I think that is the issue. I don't think you can edit it from that pop up, but I never have tried to change it.
 - 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 keep all my prescriptions in a bag, separate my medication in the daily container. Once I get low, I reorder, and you are quick to get my medications to me. The post office gives me a head up when I have a package coming up.
- You use the UPS app because it keeps you on track? Yes.
- Do you ever use the app to look up the medication details? Yes, I have used it to look up the details. Especially when they change the look of the medication. That information was on MHV as well.
- Why do you go to MHV to get your details? I have a heart condition, so MHV is more tailored to me rather than Google.
- Has there been a time when the prescription details tell you one thing, and the bottle may tell you something else? No, usually they say the same thing I just like checking to ensure they didn't miss a sticker on the bottle.
- You typically refill 2-3 weeks out? Yes, that is usually when they start running low. I used to use a different pharmacy prior to VA, and they were really bad about sending out medication on time. I don't want to run out.
- Do you know the timeframe of when you order and when they send it out? Usually the next day, but 99% of the time within 2 days.

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? This is just a generic screen I am guessing. Is this a MHV screen? What would this be replacing?
- We are thinking of adding this to the VA.gov app. Why would you think is a generic screen? Because this is a prototype. I would assume it would be my information if it was on my VA.gov. I like that is have the send renewal requestions and the refill now is right on top. I like to stay on top of those.
- What do you think you can do here? I can order refills, I can check the history, order more refills, and track my prescriptions just from this screen now.

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. If I am going to refill, I would click refill prescriptions. Select all button doesn't work now. I have my Advil clicked and hit request refill.
- Where do you expect to find the prescription, you just requested a refill of? I would scroll down. I would think once I requested it, I would expect that the medication was requested. There would be an area that tells me that the request has gone through and another to track information.
- Just to confirm, you just want that to track? Yes ma'am.
- 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 would not mind the date I last filled it. Say I have a 30 day supply I would like to see a date. The date is just there to verify.
 - If you have one refill left, do you immediately message your provider to refill? Yes. I try to never let it get down to zero refills down in case it takes the provider a long time to get it in. I had bad experiences with an outside pharmacy.
 - Have you ever had a bad experience with the VA pharmacy? No ma'am
 - Have you ever had the same medication, but they increased the dosage in the medication? Yes, ma'am they have done that before.
 - Do both prescriptions stay in your history? Yes, ma'am I do believe.
 - Do you ever get confused? I try to keep everything separate the best I can.
 - Non-refillable tab: What do you think these prescriptions are? Active submitted I am guessing you just requested, and the active refill is they are in the process of refilling it. Non-refillable but they have refills I don't understand that part. This is more like MHV currently.
 - It seems like you would expect for this tab to have medications that have no refills left. Yes ma'am. Wait, are these ones that I can refill right now? I

would say that is what it is. I would think these are the ones I have already order refills on. The title should change because it is confusing.

- Would you expect to see the in-process stuff in the same tab? Now that I know what this is no it would not be more confusing. Oh, now I see that note at the top about the prescriptions that are in transit.
- 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. Go home and prescription history. It should be everything active and non-active.
- What prescription information do you need to know when looking at this list? I look for the ones I am on, my current medication list in this one place.
- Is the information listed typically useful to you? The prescription numbers are something that I do not usually pay attention to you.
- If you wanted to only see prescriptions that were active, how would you go about doing that? Like that. You have the menu buttons and filters. In the search I would be able to search for one medication.
- Would you just want to search just the name, or would you want to search details or something like that? I would want to see the history of that one certain medication. Every time I was prescribed the medication. I want the entire history. If I could see the details for every bottle I have.
- Why would you want to see that? Just to keep track. To see if dosage was changed. The dates my medication was changed on to keep my providers updated with that information.
- You want to see that history so you can communicate with your providers? Yes ma'am.
- Does MHV allow you do that now? Right now, I just keep up with my bottles. Keeping the providers up to date is difficult so I just keep the bottles.

Prescription Details Screen – 5 minutes

Task

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that?
- What do you think about the prescription information presented here? What about the grouping?

- Is this the information you would want to see? Yes, I would also like to see how/when to take the medications. This is typically the information that is on the bottles as well.

Prescription Tracking Screen – 5 minutes

Task

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that? Menu button, filters, and active.
- Would you like to be able to filter to be able to track your prescriptions? Is that not what you asked. I guess I would go to prescription tracking and click on the tracking number to track it.
- You stated you used USPS app to track your prescriptions, would you use that one if we had this? If this would notify me when my prescriptions have been shipped out, I would use it.
- Would you want tracking information? I like notification that it has been shipped and that it has been delivered.
- Do you look at the prescriptions details when you receive them? If it is a new prescription, I would look at the details. If it is unclear, I would just call my provider. Once I get the bottle I read over the stack of papers about the medication.
- What is usually in that paper? How to use the medications, refill slips, and general information about the medications.

Tracking Details Modal – 5 minutes

Task

- When viewing a tracked prescription, what information would be important for you to know about that prescription? This would be enough information on the tracking.

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.