

# 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, 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 keep trying to go on to check my claims.
- Do you use the VA.gov website to check on that? Yes, I do. I just use for claims, and I look on MHV to help other Veterans get benefits. I was able to get my friend benefits, and when he passed away, I was able to help his wife get survivor benefits.
  - 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? Yes, I do.
  - If yes:
    - When did you first start using it? A little over a year
    - What are the main reasons you use it? To help other Veterans and look at my claim.
    - How frequently do you go into the app? Daily? Weekly? Monthly? Every 2–3 weeks.
    - What do you like best? What do you wish you could change? It is easy to navigate. Make it easier to sign on.
  - 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? No, when I go to the VA, they just mail them to me.
- When you go to an appointment you get them refill? Yes, I will go to an appointment and then they will mail them to me when I leave.
- Can you give me more information on that experience? Yes, just a couple months ago I went to an appointment, and I asked about a prescription, and they told me that it will be mailed to me.
- When you want to get a refill do you have to make an appointment to get a new one? No, they gave me a paper to fill, and they just send it when I need a refill.
- Is this your first time getting a prescription through the VA? No, this is just my first time getting a prescription refill though. Most of my previous medication did not require a refill.

- o If yes: What is your experience like using these tools?
- 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?

## **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? I see 4 prescriptions for refill. I am not really sure what this stuff is. I see 3 items that have been shipped to me. Is this a sample account? \*Yes, this is a sample\* This makes sense. It shows items, tracking number, date shipped, and that it was shipped. The RX number and the size of the medication. On the top you have refill prescriptions, how many more days until you need to refill, and prescription history. I like this. I like that I can see my history, and that I can just do this without having to do everything else.
- How would you think you could refill a prescription? I would hit the renewal prescriptions.
- 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 don't know how to get a new refill on here. If I already had the Advil I would click on refill prescription, click on the medication I need, and then hit the request refill. I would then click on complete process. It says refill request sent. So, I would assume I completed the process, and I would get some kind of notification that I submitted the request.
- What would you want in the confirmation? That the order has been fills, you should expect the refill in 5-7 days because it this I don't get any of that information. I get medication through another provider, and they give me that information right away when I request medication. I have medication out of the VA as well.
- Would you want that information that your medication has been shipped out? Yes, this way I can contact the provider to ensure they know that I have not received the medication.
- You would want more notification? Yes, to confirm that what is supposed to be coming is coming.
- Where do you expect to find the prescription, you just requested a refill of? On the first page with the tracking information.
- Would you expect in the same area or in a different area? In another tab that states items being process.
- Would you expect there to be a tracking number as soon as you submitted the medication? If that is possible yes.
- 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 don't really understand. Just the fact that it is coming. I have stuff that I take daily when I see it low, I would request it.
  - Would you use the medication name to ensure you are selecting the correct medication? Yes. I would also use the quantity and the dosage. I always take out the medication to ensure what is supposed to be in the bottle is in the bottle because in the paperwork it tells you what the medication should look like.
  - Non-refillable tab: What do you think these prescriptions are? One time only.
  - It is a prescription you use once and never again. Yes, just medications you would take once.
  - Click on it and tell me what you see. I see a list of medications and instructions. It is telling me that I have had them, and I must have taken them before. This does not make sense to me because it says it has refills left.
  - Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning? No, I am not. There is a question mark next to it and I would click on that.
  - Was this the information you were expecting to see? Yes, it gives a definition of the status.

## 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 go back to that one screen that says see history. Then I would hit prescription history.
- What prescription information do you need to know when looking at this list? It is showing me everything I have ever took. That is what I would expect to see. It makes sense to see the RX number, dosage, name, and instructions. That is all I need to see. I am taking it I know what it is.
- If you wanted to only see prescriptions that were active, how would you go about doing that? Let's go back. It shows what is active. There are two that are active here. I went to the main page, and it took me to all the main screens The medications all show active. I just hit back. Very simple to do.

## 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 tapped on the name, and it made it bigger. It tells me the name, the last filled date, when it expires, instructions, RX number, and a button to refill.
- What do you think about the prescription information presented here? What about the grouping? That is all the information I would need.
- Compared to the first screen, is that information enough? I think that information is enough.

## 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 went to the screen that says prescription history and it shows me the ones being tracked right now. That medication is not on here. I would expect all the medications being tracked to be on this page. It says I have five, but it is only showing 4. \*Do you see the show all?\* Yes, there Motrin is. I would click on the tracking number to see the tracking details just like if you ordered anything off the internet. I would it to be like FedEx.
- Click the Motrin name. It says the tracking number, date it was shipped, and at the bottom it says prescriptions details.

- What do you think of this information? I think this is fine. I was not expecting to see the picture of the medication, that is nice if this was a first-time prescription.
- You stated you would want to be notified when the medication was shipped, would you want to be notified when it was delivered? Yes, because if it states it was delivered, I want to make sure I received it. I am signed up with the USPS everyday with the mail I would be receiving that day. It is a free service.
- Does it happened often that it says things were delivered and they haven't been delivered? Yes, all the time. It happens often because although I live in a single-family home, we have a shared mailbox, and the mailman puts the mail in the wrong box.

## 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? Nothing it was very nice. Just the non-refillable, but it was easy to use this. It was educational for me.
- What do you mean educational? Having you walk me through it was nice.
- Was there anything you liked or found useful about the things we asked you to help us test today? It was simple.
- You mention you have notifications from outside mail carriers, is there anything you like that you would like us to use? It would be nice for them to send and tell us it would be in the mailbox in X number of days. Moderator was able to get me through the screens.
- Do you have any questions for me? No, I really enjoyed talking to you today.

## 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.