

# 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? Got it. I pressed the got it.

## 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? First of all I fill my prescriptions through them because it is easy to do that. I check all my appointments and write them down on my calendar. I have been also communicating with my provider and they message me back. Provider and the pharmacy because there are times, I am supposed to have a prescription and I do not get it. I will not go up to the VA if I do not get it in time I will just call or write them again.
  - o If yes: Which of these sites or apps did you go to most frequently? Why?
  - o If no: Move to next question
- Do you have the VA Health and Benefits mobile app? No, I just go online to MHV.
  - 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? I sign on and go to medications. They have the boxes separated to each department. Scroll through medications and check the boxes and click send. That is it. Simple.
- Do you ever check your prescription history? Yeah, not very often, only when I have a new prescription this way, I can do research what the side effects may be.
- Do you look on there to get the name when a medication is doing something that is it not supposed to? Do you just google the name? Yes. So, say I start a medication and it makes me feel different I will go on there get the medication name and then Google it to find the side effects. I also use it to cross exam.
- Do you check tracking on MHV? The only time I have checked the tracking is currently with the issue I am having. Usually, they are good with getting the medication to me.

- When do you usually know when to refill your prescriptions? I count my pills or go on MHV to see when my refills are eligible for refills. Sometimes I just check them all just in case I can get it early.
- Can you request a refill even when it is too early to refill? I would have to go back and check the box to request the refill again.
- Are you currently checking the tracking on MHV for the medication that you are having issues with currently? Yes, I will get the tracking number and go to the various carriers' sites and input the tracking number to see if any of them can give me an update.
- Earlier you said you would go on VA.gov to see what prescriptions are missing, what do you compare that to? To the bottles I have, and which ones are running low.
  - 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

\*Technical/Audio issues\*

### Task

- What stands out to you first when looking at this screen? You have 4 prescriptions to refill. Tracking number. I am just looking at the 4 prescription refills, the dates they shipped, prescription history, what is renewal request? Is that a way to get notified when you need a refill? Never mind I understand, I am sending the request. I have already looked at the medications I needed and refilled those, and if I have any other medications, I needed I would just click on renewal request. The prescriptions refill I am going to refill them. They will tell you which medications that need to be renewed.
- 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 will click on prescription history, look for Advil, click on it, and then submit refilled.
- Why would you click on prescription history? To make sure that it is in there because if it is not in there, they will not refill it.
- Can you click on the prescription refill? Scrolls down to Advil, click on it, and then go to refill prescription at the top. Oh, it is not doing it. Never mind request refill at the bottom. Request refill and they give you a tracking number instantly. Normally you don't. Maybe I was reading the wrong thing. It was a tracking number for another medication. It just says sent, that is all.
- Where do you expect to find the prescription, you just requested a refill of? Prescription history that is where or send renewal request. It just says request sent. I think the only place to see is under prescription history.
- Would you want more of a confirmation than what you got? It would be better if they made that notification a little bigger and brighter. They sent it but make that in green. With it in black it looks like the rest of the screen. Make it a bigger box and a different color. That would be enough for me. That would be good for me.
- How do you feel about the layout? I think it is easy for me because I can just go down the list and click on the boxes that are available to me, and if I cannot refill it will tell me that I was not able to get that medication refilled.
- 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? Basically, I am looking at if it has two boxes. On this one, since there is only one box, I would have to scroll to see what I need and how many refills are left. I would look at what I have and send it. There are two rolls to show that they have sent, and you can't refill it. If that other box is there that means you can refill that prescription. That tells you if you can refill or not.

- o Non-refillable tab: What do you think these prescriptions are? It is telling me that these medications are expired or non-refillable until you have your doctor approve your refills. It would be the same because you must get your doctors approval to renew both expired and have zero refills.
- o Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning? Nope, never seen them. I wouldn't ask anything because I have actively submitted it, and the other one is actively in progress. If I didn't know what that meant I would call the pharmacy to ask them.

## 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 click prescription history.
- What prescription information do you need to know when looking at this list? I would want to see the date issued and if it was cancelled. That would be useful information.
- How would you use that information? If a doctor asked you how long you have been on the medication and when it ended. They want to see if the medication has helped with the issue when you were on it.
- If you wanted to only see prescriptions that were active, how would you go about doing that? I would go back to the main screen and then it would have all your active medications. Well on MHV it shows me all the medications on the main page, but this one only shows me the medication that I can track. I would want to see all my medication when I first log into the page. If I wanted more information, I could go to the prescription history.

## 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 would put active and start date next to that. Then current or no longer taking it.
- You would want it listed on this page; you wouldn't want to see it anywhere else? If I saw that here, why I would need to go anywhere else.
- What do you think about the prescription information presented here? What about the grouping? The last day filled and ordered date are good dates to have that I did not mention. Everything is good on this page.

- Would you still want to see more information on the first page? I guess the reason you have this page is for additional details, so you wouldn't need to add anything on the previously page. The other page would stay the same besides adding the start date and if it is still active. That is all I would add.
- If it was your ideal page, would you rather see everything on one page? It would be convenient for me, but why would anyone else want it all on one page.

## 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 don't see it on there. I would go to the prescription history because I do not see it on the tracking page. If I did not see it in my history, I would try to see what is going on.
- Can you click show all next to prescription tracking? I didn't think to show all. I would click on the name, and it would give me all the tracking details.
- If you wanted to find out where the prescription was, how would you do that? I would write down the tracking number and find it on the USPS site.
- Would you expect to see the details here? The is good enough. The VA isn't going to tell you exactly where your medication is at. Unless there is a link you can click on, and it takes you to the USPS site so you can track it that way. That would be a lot easier.
- Would you want to view more details about the medication coming? I wouldn't need to. As long as it gives me a date that is good enough.
- What about more details, would you want to see that here? It could have the date issue could work here. It wouldn't be important because you are currently taking so why would you need to know that information?
- Does the line under the tracking number help you know you can click on the number to get more details? I think it should tell you to click on the tracking number. Press here in red letters. I don't really track them.
- Since you don't track often, would it be helpful to get notifications that medications have been shipped? Yes, that would be nice this way you know to look for it.
- What about a notification that it has been delivered? Yes, because if it is delivered to the wrong address. Some carriers now take a picture to show they delivered the package.
- How would you figure out how to filter this page? I would click on every button to figure that out. Clicking on home is not working. Maybe I am missing something. I have no idea.
- Do you see the icon to the right of the search? The thing that looks like a tornado. I hit it and I see filters. You taught me something new.
- Now that you have seen that, does that make sense? I would just put filter on there instead of the tornado thing. Filter makes more sense. I would have never known you would push that tornado thing.

- Do you ever get notifications from the USPS that you have gotten things delivered to you? No.

## 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? Nope. Everything is basically self-explanatory.

## 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.