

# 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? A lot. I am trying to get an exam, and I have been on that a lot trying to get that together. I am using MHV. Scheduling appointments and asking questions to providers. Also doing imaging and lab work. I also use it to renew my prescriptions on that.
  - 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? No.
  - If yes:
    - When did you first start using it?
    - What are the main reasons you use it?
    - 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 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? It fairly easy. Getting other things off MHV is hard, but getting my prescriptions done is easy.
  - 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? Sign on under MHV only, go to prescription refills, see what is available, and select what I need.

- Do you only refill what you need? Yes. Sometimes I go down the whole list and need all of them, but most of the time I just pick the ones I need.
- How do you know when to refill a prescription? I usually don't wait until they are gone. I just go in every couple of months to renew.
- Why do you wait every couple of months? There is new reason for it. Sometimes I just look and if they are low, I go in and renew. I can't explain.
- Do you ever look at your prescription history on MHV? Occasionally. They keep a record for way back, but not very often. Sometimes I am on it, and I just click on the tab. It is maybe once a year.
- DO you keep up with your prescriptions that are being shipped to you? Yes, if I am on there and I see something that they have sent me something I will click on the tracking information and ensure it is on the way.
- How do you do the tracking? Just on MHV.
- Do you click on the tracking number? I do it reverse. I see something is on the way, and I go onto MHV to check what is coming to me.
- Do you do that often? No, I don't. Occasionally. I did it last week, but not often. I saw something was sent, but I had not requested any refills.
- You mentioned you received a notification from the post office, can you explain that? I get a notification of my daily incoming packages and mail, and I got the tracking number from there and compared to MHV.
- Can you explain more on the auto refill? Some of the medications if you order they do not send right away, they will send them when they feel when the medication is due.
- Have you ever had issues with a prescription not arriving on time? Yes. Well not on time but running really close. My provider sometimes does not put enough refills on the bottle, so I will have to secure message her to renew my prescriptions so I can get them refill. It does not require me to have an appointment.

## 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? You have 4 prescriptions to refill, there is a button that you can refill, renewal request, and tracking.

- What do you think you can do here? I like it, and I like that renewal thing there. The history is not important to me, but the rest is fine. It is clearer than the MHV one.
- What you mean? Like the shipped and date, on MHV you have to look in two different areas. This one I like that the tracking information is with each prescription. The MHV is more like excel spreadsheet format. This one I like that it just me all the information together.
- You mentioned you liked the renewal request, what do you think would happen if you clicked that? I would think it would take me to message my primary. If it does that it would be cool. It would either allow me to send a message or it would automatically send a message to my provider. "Hey, this Veteran, last 4, needs these prescriptions renewed." I wouldn't mind it prefill a message for me as well.

## 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 it not something on my list, I would have to send a message to my provider. I would hope I could send a renewal request and I could send a message to my provider. I think I would like it better if this thing produced a message to my provider.
- Would you prefer the system to select your medication, to know, or would you want to select the medication? I guess I would have to click on what I would need and then the message would be populated to reflect what I have selected.
- What if you needed to refill not renew, how would you think to do that? Oh, you are right this is shipping, does it need a section that states it is a refill and later it shows shipped. How would you refill with this program?
- If you scroll up and then scroll a little down. Oh, there it is.
- So, if you wanted to refill can you take me through that? Refill prescriptions. Scrolls, clicks Advil, and then click it. I don't think I would do anything from here.
- Where do you expect to find the prescription, you just requested a refill of? It would just say at the top. It says it will mail the prescriptions to the mailing address on file. Now it says refill request sent.
- By pharmacy do you mean a VA pharmacy? We do not have a pharmacy in house, the nearest VA pharmacy is in Charleston. They continuously change the pharmacies that fill VA prescriptions in person. The last time I just paid for it because I did not want to wait for it.
- Would you want to see it with the items that have been shipped? I like the ship thing, but I just don't know how you would know when it was shipped. I am wondering if there could be, like the renewal thing, if this could send me a notification that the medication has been shipped to me. That is just a thought.

- If the medication has not been shipped out, would you expect the items together with the items have not been shipped? Yes so, I can see which ones have and haven't been shipped.
- What about when something has been delivered? For me that is not important because no one is touching my mailbox. I know some may have that issue, but I have not had that issue. I just want to know when it was shipped, and I can watch for it to arrive.
- 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? Refills left is fine. I just need to know how many refills are left and if I can hit it. Also, an easy way to request it.
  - What about the name and dosage? For some it is because some medication changes, so you need to know what that is, so I don't order the wrong dosage.
  - How do you go about ordering the right dosage? I check my bottle. I just look for the dosage amount. The other medication I have been taking for a long time, so I know what I am taking.
  - Non-refillable tab: What do you think these prescriptions are? That is a good question. That are the prescriptions that are in transit or being processed will be listed here. This would also be a good place for the prescriptions that have been ordered but I don't have. Transits means they have been shipped. So where would the in-process medications would be. I don't know how needed this tab is. Some things may take a while, they do not have the medication. I guess I wouldn't need a message because all I would have to do is go in here.
  - How would you know which ones are which? Because it is saying refill in progress, and there are some that says shipped. I am just trying to understand this. What is the difference between the submitted and refill in process?
  - How would you go about finding out the difference? I would hit that question mark.
  - Does it still make sense to show request of refills here or on the tracking page? I think it is found here you just need to know where to look. Get use to it. You would learn after the first time of going on here.
  - If it was your first time, would you know where to look? It would be confusing to look here; it would be better under the tracking. If everything you needed under that page would make it easier. You would just need someone to direct you to it. It is obvious once you find it.
  - What does non-refillable mean to you? It means you have zero refills left. I don't know if it would mean..I don't know if the ones that are too soon medications would be here or not. That leads to breaking out and I don't think that is a good idea. If something is a non-refillable, I need to check why. I just want a reason on why something is non-refillable I just don't know how necessary that is.

- 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.
- What prescription information do you need to know when looking at this list?
- If you wanted to only see prescriptions that were active, how would you go about doing that?

## **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?

## **Prescription Tracking Screen – 5 minutes**

### **Task**

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing 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.