

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 refilled prescriptions within the last month twice.
- Do you use it for anything else? I don't think I have used it for anything but tracking my prescription.
 - 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?
 - If yes:
 - When did you first start using it? The week after my very first appointment, so about 2 years ago.
 - What are the main reasons you use it? I look for anything new coming up, and I have checked some appointment times as well.
 - Is that the VA mobile app or the website? The mobile app, but I have used both.
 - Do you use the refill app to track your prescriptions? Yes
 - How frequently do you go into the app? Daily? Weekly? Monthly? Now it is monthly, but I think my doctor just changed my prescription to 60-day supply.
 - What do you like best? What do you wish you could change? It is that I do not have to have any communication with anyone. I don't know if there is anything I would change. If you could just go straight to the refill page that would be great, but otherwise I think it is pretty easy to me.
 - 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? It has been no problems at all after the first time I used it. After a couple of using, it there has been no problem.
 - If yes: What is your experience like using these tools?
 - How do you currently view and manage your prescriptions? I only have one prescription and when I only have five days left, I go in and order.
 - Do you ever go in to view your prescription history? No because I only have this one prescription -audio issues- automatically refills. I will probably have to go look at it to ensure I have the new prescriptions with the longer time. I

am assuming I can see that on that app. I just refilled the last prescription for the 30-day supply, and my doctor is not putting in the medication for 60-days so I will have to check.

- o Do you expect to see two prescriptions there with the different supply? No, I would only think there would be just one on the list.
- o You mentioned you track your medication can you explain more about that? Yes, I go on the app to make sure that the medication has shipped when it has been a while and I have not received it. I have been using the app to track my prescription.
- o You mentioned you had one pill left and you were waiting for the prescription to arrive, did it arrive before you ran out? Yes, it did.
- o What would you had done if it did not arrive? I would have just waited for that medication to get to me to take it. I understand things happened with the carriers.
- o Is there a reason you wait until you have 5 pills left to refill? Because that is usually how long it takes to get to me. Also, the app would not allow you to refill a prescription until it is closer to when you are about to run out. That is how it is with the local pharmacy, so I assume that is how the VA is. I have never asked.
- o How was the phone experience for you? When you make a phone call you are calling the main line and you have to pick which number you are trying to talk to. There are multiple layers. It is the worst on the phone because you have to wait to talk to anyone. That is how much customer service representative. Other than having to push the button multiple times.
- o Sounds like there are more steps rather than just going to the app. It is no worst than any other customer service phone line.

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 Issues-

Task

- What stands out to you first when looking at this screen? First thing is it is very clear. The background is nice with the light color. The text is easy to read. Has tracking history and all that. The big thing I like is the big bold bar that allows you to refill your prescription at the beginning. This one even says to request your prescription 15 days before you run out. That even tells me that I can refill prior to what I was doing it. Renewal request is where I would ask the provider to renew my prescription. Do these work or are they just displays?
- You mentioned about the renewal request, do you think that would be a secure message? I would think that is a secure message.
- What do you think you would see in prescription history? I would think it would show the history of transactions within the past year or however long you have been on that medication.
- Would you expect the active medication to be within the history? Yes, what I am looking at now I am looking at all their medication past and present. It even allows me to show all. Apparently, there is a limit on what is shown on the first screen.
- Can you explain to what you are looking at right now? I think this is all the current prescriptions. I don't think it shows any of the expired prescriptions. These are only going back to January of 2022 after I clicked on show all. I am assuming that it only showed the 3 most current before I clicked on show all.
- 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. On the very top it has a search, so that would be a logical spot to go to unless it is being shown right in the front. I could click refill prescriptions and click on what I want to refill. It tells me I have some that are refillable, and some are not refillable. It allows me to click the ones I want or select all.

- What do you see now that you clicked on request refill? It went to and told me they will mail me my prescriptions to the mailing address on file. When I went back to the main screen it now says I only have 3 refills available, so that verifies also that I submitted my request.
- Where do you expect to find the prescription, you just requested a refill of? After you submitted the request, it told me that it will be shipped to the address on file. It did not explain it quite as well, but it did tell me that it would be shipped. I am sure that within a short period of time it would show up with tracking information.
- Where would you find your request? On the first page because that is the first place you would go to. It is showing all the medication with tracking information. I would want to see the ones that have been shipped first then the ones that have been requested.
- 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.*
 - o Refillable tab: What information do you need to determine if you would like to refill a prescription?
 - o Non-refillable tab: What do you think these prescriptions are? It means that the prescription is expire as there are no refills left. There are medications that have a status active submitted so that means a request has been sent for a new prescription. You have two there that have been processed and one that has been requested.
 - o Does it make sense to have these medications here in this non-refillable tab? Yes, it does because one of these medications can only be refilled when you talk to your provider.
 - o Would you expect to see your medications listed in here, would you assume they would be in this tab? Yes, I would because if I have been taking these medications and have completed the prescription that I and the pharmacy would know what I am taking. It is on the tab that says non-refillable, but they both have refills left so that is confusing. I just realized that. First you tell me there are refills left, but the tab says they are non-refillable. -audio issues- when I click on the help button it tells me that the prescription has been request and it is in the pharmacy. Sometimes those question marks work and sometimes they don't.
 - 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. It showed prescription history and it shows me active on hold, active submitted, and active in

progress. This shows me some on the ones that were on the previous page. I am assuming this page would show me everything past and present. There is a question mark next to it. There is also one that says Active suspended. They have it all.

- You mentioned a question mark, what do you think you would see if you could click on it? I would think it would tell me what that status means.
- So, you would expect to see more details? Just tell me what it means, and maybe even explain why it may be suspended.
- What prescription information do you need to know when looking at this list? The first thing is whether they are active or suspended and those are bright bold. The dosage information is all very clear. They show active, expired, suspended, and submitted.
- Is that information important to you? If I had all these medications, it would be. It would keep me aware of all the medications I am taking and all the dosages of everything. Folks who have to use the daily and weekly boxes would find this beneficially when they need to find the dosage of everything they are taking. It could get very complicated without this information.
- If you wanted to only see prescriptions that were active, how would you go about doing that? There are filters that you can select. There is one that says active that you can select where you can eliminate the ones you are not using, or you can search for the prescription itself.

Prescription Details Screen – 5 minutes

Task

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that? You would follow the arrow that points to the right, and it takes you to the instructions, quantity, last refill date, and expiration date.
- What do you feel about this information that you are seeing? It is quite a lot. It is everything you will need. It shows when you ordered last, it has everything.
- Is this the information you see on the prescription bottle? Yes. I am not sure if it has the VA hospital on it. I know all the other stuff is on the bottle.
- Do you ever reference the date within the detail box? When I see a few pills in the bottle I go on there to see when the last refill date was so I can refill more.
- 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? No, I don't.

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.