

	Transcript	Clock Time	Time Started
Tags/Key:			
when recording	start	9:02:45 AM	0:00:00
	If anything, I want to thank you guys. I am helping my dad who is a Vietnam Vet, and when I was trying to help him with his claim last week, it was exponentially better than when I did it.	9:04:09 AM	0:01:25
Bold: What the moderator says	<i>Participant has done usability testing before.</i>	9:05:56 AM	0:03:12
Regular type: What the participant says	<i>Participant has to drop to update Zoom. he is gone for like a minute.</i>	9:08:15 AM	0:05:30
	#t1		
<i>Italic: Participant actions (e.g., scrolls...)</i>	Orient yourself to this screen [SM Inbox].	9:10:12 AM	0:07:27
	Clearly we are in the messages section.	9:10:22 AM	0:07:37
	Is there an overview for the overall messages cab here on the lefthand side? If I were to open up this hamburger menu, could I see other things outside of this menu?	9:10:58 AM	0:08:13
	What do you think?	9:11:03 AM	0:08:18
	I would expect a page with a brief explanation overview of everything. Right now It doesn't just go straight to inbox.	9:11:41 AM	0:08:56
	you have a draft in your inbox not in your draft box. Multiple [referring to the multiple red draft messages he sees in the inbox].	9:11:54 AM	0:09:09
	<i>scrolls</i>	9:11:58 AM	0:09:13
	for me I don't have a ton of messages. might be nice to filter by read and unread	9:12:13 AM	0:09:28
#q1 = Question 1, etc.	so you use SM in your day to day?	9:12:26 AM	0:09:42
#t1 = Task 1, etc.	not super often. discuss medication dosages and annual exams. for me everything is stabilized right now. I am total and permanent [referring to disability I think], but I am stable now.	9:13:09 AM	0:10:24
technical difficulties	any other observations?	9:13:15 AM	0:10:30
	<i>reads through left nav.</i>	9:13:23 AM	0:10:38
Emotions:	Let's focus on the first message from Ann Dunwoody	9:13:38 AM	0:10:53
Confident	If you were to click on this message, what would you expect to see? What makes you say that?	9:13:45 AM	0:11:00
Confused	yes. you have your to, from, date, and your message ID which I think is crucial when you are referencing it to someone who isn't in your inbox. I think that is a good feature to have assuming that the person on the other end can see that. if that isn't already implemented, it should be. they should be able to read your messages with your consent.	9:14:50 AM	0:12:05
Angry/Frustrated	If you wanted to see if there were any previous messages sent as part of this conversation, where would you look?	9:14:58 AM	0:12:13
	well...	9:15:01 AM	0:12:16

Task Success/Fail:	<i>scrolls down then up</i>	9:15:08 AM	0:12:23
Success	right now it looks like... you have messages in this conversation. you have messages in chronological order.	9:15:34 AM	0:12:49
Fail	If you were to open the message from September 1st, what would you expect to see?	9:15:42 AM	0:12:57
	<i>immediately clicks</i>	9:15:49 AM	0:13:05
	yup that's what I expected	9:15:56 AM	0:13:11
	I just want to see something	9:16:06 AM	0:13:21
	<i>closes the message in the thread but cant open it again. Confused.</i>	9:16:11 AM	0:13:26
	something I would want to see - this might be a [prototype]typo in the open message, date but message ID and date are reversed in order [compared to the main message].	9:16:42 AM	0:13:57
	How many messages in this conversation are unread?	9:16:47 AM	0:14:02
	just one. because of the blue dot	9:16:53 AM	0:14:09
	Rates the task 5. Confident. Task success.	9:17:05 AM	0:14:21
	granted I'm in my 30s, and I'm not in my 70s, and I'm adept at using email, this is basically any other email inbox.	9:17:28 AM	0:14:43
	#t2 Let's say you wanted to respond to this message from Ann Dunwoody. How would you do that?	9:17:34 AM	0:14:49
	<i>immediately clicks</i>	9:17:39 AM	0:14:54
	<i>attach file.</i>	9:17:50 AM	0:15:05
	If you changed your mind about attaching the document and wanted to get rid of it, how would you do that?	9:18:01 AM	0:15:16
	remove!	9:18:04 AM	0:15:19
	If you decided that you didn't want to respond at that moment and needed to get rid of the message, how would you do that?	9:18:15 AM	0:15:30
	discard draft.	9:18:21 AM	0:15:36
	I would expect this screen to go away, go back to the main thread of the message from Sept 15.	9:18:40 AM	0:15:55
	because I might want to go and reference something else within the thread before I finish drafting a new message. if I wanted to get back to the inbox, it is very easy to get there.	9:19:17 AM	0:16:32
	<i>points to the left nav</i>	9:19:22 AM	0:16:38
	but if I wanted to get back to the message I was already at, it would be a lot harder	9:19:36 AM	0:16:51
	What if you wanted to come back and finish later?	9:19:49 AM	0:17:04
	literally anything other than discard draft because my message has already been auto saved because it says autosaved.	9:20:12 AM	0:17:27
	it will be in my draft box	9:20:17 AM	0:17:32
	<i>Rates it 5 before Anne even asks.</i>	9:20:28 AM	0:17:44
	Rate the difficulty of replying to a message: 5 confident. Task success	9:20:30 AM	0:17:46
	Rate the difficulty of adding and removing documents: 5 confident	9:20:31 AM	0:17:47
	nope you broke it down Barney style	9:20:38 AM	0:17:53
	#t3 The message is one you received from Dr. Beth Smith the last week of August with your test results. How would you find that message?	9:20:52 AM	0:18:07

	how would you find it	9:20:57 AM	0:18:12
	<i>clicks the search bar before Anne even finishes</i>	9:21:07 AM	0:18:22
	I could type in smith. or if there was something more advanced.	9:21:20 AM	0:18:36
	could type keywords. wait interesting, there is no keyword search. normally when you go to advanced search, it still includes a keyword search. I might find a bunch of messages from other people, and I could just add the keywords.	9:22:10 AM	0:19:25
	so you would want a keyword ?	9:22:21 AM	0:19:36
	yes.	9:22:29 AM	0:19:45
	<i>fills out form</i>	9:22:52 AM	0:20:07
	would choose test	9:22:56 AM	0:20:12
	I math bad	9:23:00 AM	0:20:15
	you clicked on the inbox earlier. would you normally do that?	9:23:13 AM	0:20:28
	depends on how many messages I have. if I only had like 15, then no. but you said there were months to go through, so I didn't think it would be on this first page.	9:23:46 AM	0:21:01
	would you have typed test results on the advance search page?	9:24:00 AM	0:21:15
	What would you do if you had hundres of messages in the search results?	9:24:14 AM	0:21:30
	I would click on advanced search.	9:24:23 AM	0:21:38
	do you normally?	9:24:27 AM	0:21:42
need to refer to recording here.	yes. if I am searching for a very very specific term and I had a ton of messages, I would use basic. but if I searched test results, I would expect half my messages to include those.	9:25:19 AM	0:22:34
need to refer to recording here.	I would expect the search to search the Body?????? and the subject line	9:25:41 AM	0:22:56
	maybe the attachments	9:25:49 AM	0:23:04
	idk if the results are searching test results or test or results too. it depends on the Boolean logic. I think it might search the body as well.	9:26:35 AM	0:23:50
	would you include any other fields?	9:26:51 AM	0:24:06
	sender and attachments.	9:27:00 AM	0:24:15
	[Rate the experience of searching for a message] 4. because there was no keyword field in the advanced search .	9:27:13 AM	0:24:28
need to refer to recording here.	valuable?	9:27:16 AM	0:24:31
	weirdly enough the message ID feature.	9:27:24 AM	0:24:39
	if there is a specific ID, for a message that is critical to me, whether it is a case for an appeal, I want to be able to find that message as quickly as humanly possible. I don't want to necessarily see numbers come up, because I don't want to see every single message in that thread or tangentially associated in that thread, because there are forwards and replies, you will see that ID in there somewhere. so to search for the ONE message I want is a good feature.	9:29:03 AM	0:26:18
	you mentioned an appeal?	9:29:12 AM	0:26:28
	even though I'm 100% permanent and total, and I have a TBI, but the VA is denying that it is service related. So I am trying to appeal it in case it deteriorates, so that if I need further care, I want to make sure this is all taken care of before I get to that point.	9:30:13 AM	0:27:29

	so it sounds like that message ID is crucial to care?	9:30:28 AM	0:27:43
	absolutely.	9:30:30 AM	0:27:45
	<i>returns to inbox</i>	9:30:39 AM	0:27:55
	#t4 Organizing a message: You want to create a folder	9:30:47 AM	0:28:03
	<i>my folders from left nav. follows the flow</i>	9:31:04 AM	0:28:20
	that is what I would have expected. I wouldn't write eye doctor.	9:31:25 AM	0:28:40
	[Rate the task of creating a folder] 5. if I were to want to rename the folder could I...	9:31:37 AM	0:28:52
	<i>clicks into it</i>	9:31:44 AM	0:28:59
	yep.	9:31:46 AM	0:29:01
	if I wanted to remove it,	9:31:56 AM	0:29:11
	<i>clicks remove button</i>	9:32:06 AM	0:29:21
	what if there were messages in there?	9:32:22 AM	0:29:37
	I would expect those messages to auto move back to the inbox.	9:32:36 AM	0:29:51
	I would expect that as the default. or a pop up that says would you like to delete these or move them to the inbox.	9:33:00 AM	0:30:15
	I would not expect them to be deleted.	9:33:07 AM	0:30:22
	*get notes here	9:33:36 AM	0:30:51
	just yesterday I sent in my wife's phone and had to wipe it. it asked me like 3 times if I was sure if I wanted to delete everything because it couldn't be undone.	9:34:11 AM	0:31:26
	navigate back to the inbox please and go back to my folders	9:34:17 AM	0:31:32
	has to create it again,	9:34:52 AM	0:32:07
	<i>takes a few seconds to rename</i>	9:35:02 AM	0:32:18
	were you successful?	9:35:08 AM	0:32:24
	yes because I see the change and the green success message.	9:35:24 AM	0:32:39
	has P remove kidney folder	9:35:38 AM	0:32:54
	<i>immediately does it</i>	9:35:44 AM	0:33:00
	[Rate the ease of renaming a folder] 5	9:35:51 AM	0:33:06
	[Rate the ease of deleting a folder] 5	9:35:57 AM	0:33:12
	you've done a great job breaking this down Barney style	9:36:07 AM	0:33:22
	do you use folders?	9:36:12 AM	0:33:27
	sparingly.	9:36:14 AM	0:33:29
	what reasons?	9:36:19 AM	0:33:34
	I don't use them that often because the search and advanced search features on my systems are usually pretty solid. it is more often that I'm searching for a specific email rather than if I am browsing through folders of a specific topic.	9:37:16 AM	0:34:31
	I understand you can search within a specific folder, but if I forgot to move a particular email to that folder, and I do an advanced search from the wrong folder, I might wonder what the hells going on.	9:37:56 AM	0:35:12
	so you understand that you are only looking in one folder	9:38:09 AM	0:35:25
	yes.	9:38:17 AM	0:35:32
	folders important?	9:38:22 AM	0:35:37
	not so much to me, but I can see where it would be useful for others. I can see how people in the medical field or with a lot of medical things they might want to group by issue.	9:38:58 AM	0:36:14
	#t5 Fifth Task: Patient safety	9:39:12 AM	0:36:27

	wait here for further instructions	9:39:22 AM	0:36:37
	<i>clicks continue</i>	9:39:44 AM	0:36:59
	compose message	9:39:52 AM	0:37:07
	<i>hovers over blue box</i>	9:39:59 AM	0:37:14
	the To line here - one of the more frustrating things to me, is that who you want to send the message to hasn't been populating in the list of who I want to send the message to.	9:40:36 AM	0:37:51
	normally you have a list of choices, and then other, and you type in your freeform response. I wish there was something like that. then if the system is smart, it will figure out who you are trying to get to, or there is a person on the backend who manually directs your message .	9:41:31 AM	0:38:46
	<i>scrolls down.</i>	9:41:35 AM	0:38:51
	I'm guessing that the way to get help right away is a default at the top of all these? it doesn't have anything to do with composing a message.	9:42:04 AM	0:39:19
	I would put it between the linear portion here.	9:42:14 AM	0:39:29
	<i>hovers cursor under breadcrumbs.</i>	9:42:25 AM	0:39:40
	that way you don't break up your flow.	9:42:35 AM	0:39:51
	did you notice that at first?	9:42:42 AM	0:39:58
	oh I noticed it right away and I noticed it on previous screens.	9:42:56 AM	0:40:11
	it is on the inbox screen.	9:43:03 AM	0:40:18
	What would you tell a fellow veteran about when to expect a response to a message?	9:43:19 AM	0:40:34
	I would say that it could take up to 3 business days, but I would assume that most of my friends would read that.	9:43:38 AM	0:40:54
	but I like that it is up front.	9:43:46 AM	0:41:01
	did you know 3 days before today?	9:43:54 AM	0:41:09
	mmhmm	9:43:56 AM	0:41:11
	What would you tell them about using messaging in an emergency?	9:44:03 AM	0:41:18
	call 911. well right here in this box. I would tell them the same things.	9:44:16 AM	0:41:31
	any other items on the screen that you would view as important?	9:44:30 AM	0:41:45
	<i>thinks.</i>	9:44:34 AM	0:41:49
	this system should know what your va health facility is right? you are registered with that facility?	9:45:00 AM	0:42:15
	it should know my local clinic and my entire larger facility.	9:45:18 AM	0:42:33
	instead of "find your nearest..." I would hyperlink "VA health facility" in the second to last line, it would just link me there.	9:45:53 AM	0:43:08
	I would still have the "find your nearest" on that results page. as a Cant find what you're looking for? because lets say you are traveling somewhere. your va health facility might not be the nearest one.	9:46:36 AM	0:43:51
	there is a difference between your va health facility, and the nearest.	9:46:52 AM	0:44:07
	basically a search result page that has the name of the facility, phone address, and maybe a general contact inbox if possible, and then below that, the Cant find the facilitylity you're looking for?	9:47:35 AM	0:44:50
	But don't put both on the blue box.	9:47:48 AM	0:45:03
	what makes this important.	9:47:57 AM	0:45:12

	well the I, but that usually means general info. if it is something urgent like somebody's life, health, danger, than it should be some other urgency symbol.	9:48:34 AM	0:45:49
	I get style guide wise, I get that it is probably standard to have an I in the blue box, but I recommend	9:49:00 AM	0:46:16
	if you update the style guide, have the option to have a symbol other than an I for urgent message.	9:49:25 AM	0:46:41
	any other thoughts?	9:49:30 AM	0:46:45
	<i>thinks</i>	9:49:32 AM	0:46:47
	this was mainly focused on email and comms. um. trying to get ahold of my VA facility particularly specific providers is sometimes a pain when I'm trying to do it via phone.	9:50:09 AM	0:47:24
	right now the only method I have to get ahold of a specific provider, I have to call the switchboard, and they have to direct me like 3 times before I land on the right person.	9:50:44 AM	0:47:59
	the way you guys have set up the email system, it is very functional and put together, but it is simple enough that elderly vets will be comfortable.	9:51:16 AM	0:48:31
	auto saving the draft is critical, in case they accidentally leave, or they need to go find a file, they won't lose anything.	9:51:39 AM	0:48:54
	you've done an excellent job here.	9:51:46 AM	0:49:01

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	start	10:32:03 AM	0:00:00
	Participant doesn't know if they have done a usability test before.	10:32:17 AM	0:00:14
Bold: What the moderator says	Anne discusses housekeeping	10:33:32 AM	0:01:29
Regular type: What the participant says	Participant is using iPhone XR	10:34:10 AM	0:02:07
<i>Italic: Participant actions (e.g., scrolls...)</i>	Participant starts sharing screen	10:36:21 AM	0:04:18
	<i>Participant needed to drag Anne out of the way.</i>	10:37:27 AM	0:05:24
	Do you use Secure Messaging?	10:37:40 AM	0:05:37
	I have a few times, but I stopped. I don't get notifications so I stopped	10:37:57 AM	0:05:54
	#t1 First Task: Message threads. Take a look at the screen.	10:38:51 AM	0:06:48
	I'm seeing names, so I think I would want to see titles. I'm terrible with names. I would rather see psychiatrist, rather than their name, it is just noise to me. I like the part that says test your lab results. That is very clear to me, but the other not so much.	10:39:45 AM	0:07:42
	if you were to click, what would you expect?	10:39:54 AM	0:07:51
	my lab results. You can see Test: your lab results looks like a link.	10:40:10 AM	0:08:07
#q1 = Question 1, etc.	is this what you expected?	10:40:16 AM	0:08:12
#t1 = Task 1, etc.	Yeah. The message, and attachments,	10:40:23 AM	0:08:20
technical difficulties	other messages?	10:40:29 AM	0:08:26
	um, down here under where it says "messages in this conversation"	10:40:51 AM	0:08:48
Emotions:	click on the first in the thread.	10:41:07 AM	0:09:04
Confident	I would expect the full message.	10:41:13 AM	0:09:10
Confused	is this what you expected?	10:41:21 AM	0:09:18
Angry/Frustrated	yes	10:41:26 AM	0:09:23
	notice different?	10:41:32 AM	0:09:29
Task Success/Fail:	nothing? Well it just says the from. I like that. There has obviously been a conversation back and forth.	10:41:52 AM	0:09:49
Success	how many unread?	10:41:57 AM	0:09:54
Fail	1. the blue dot, and the name is still bolded.	10:41:58 AM	0:09:55
	is that familiar?	10:42:18 AM	0:10:15
	maybe. It makes sense like in email, things are bolded if I haven't read it.	10:42:34 AM	0:10:31
	[when asked to rate the first task, it was easy. I was able to do it without you telling me what I needed to click. Confident. Success.	10:42:58 AM	0:10:55
	#t2 Let's say you wanted to respond to this message from Ann Dunwoody. How would you do that?	10:43:11 AM	0:11:08
	<i>scrolls down to reply. Clicks reply at bottom of page.</i>	10:43:17 AM	0:11:14
	usually there is a reply or forward at the bottom of the message	10:43:30 AM	0:11:27
	If you needed to send her a document, how would you do that?	10:43:39 AM	0:11:36
	<i>scrolls down</i>	10:43:54 AM	0:11:50
	attach a file.	10:43:58 AM	0:11:55
	Success	10:44:05 AM	0:12:02
	<i>[when asked If you changed your mind about attaching the document and wanted to get rid of it, how would you do that?]</i>		
	<i>taps remove</i>	10:44:16 AM	0:12:13
	success	10:44:17 AM	0:12:14
	If you decided that you didn't want to respond at that moment and needed to get rid of the message, how would you do that?	10:44:25 AM	0:12:22
	<i>scrolls down first</i>	10:44:32 AM	0:12:29
	I would prob discard the draft. Then it would take me back to the inbox. I think that's what happens with my email and stuff. I have outlook, apple email, google. If you close that message or delete the draft, it just takes you back to the inbox	10:45:14 AM	0:13:11
	What if you wanted to come back and finish later?	10:45:20 AM	0:13:17

	<i>scrolls all the way down to footer</i>	10:45:27 AM	0:13:24
	Confused. I'd look for a save draft button, but I don't see it here, so I might copy all the body of the message, and paste it into my notes app.	10:45:52 AM	0:13:49
	You're not confident that your message would be saved?	10:46:01 AM	0:13:58
	no	10:46:03 AM	0:14:00
	well I guess I see that it was auto saved. [sees the green auto-save banner] But I don't know where it would be if I went back a page. Like email?	10:46:25 AM	0:14:22
	Please rate the difficulty of replying to a message.	10:46:30 AM	0:14:27
	easy. 5 confident	10:46:34 AM	0:14:31
	Please rate the difficulty of adding and removing documents.	10:46:42 AM	0:14:39
	5. easy. Confident	10:46:46 AM	0:14:43
	nothing to add.	10:46:53 AM	0:14:50
	#t3 Third Task: Finding a message	10:47:06 AM	0:15:02
	<i>starts scrolling down then up</i>	10:47:19 AM	0:15:15
august ust	IF I remembered the name, I would type in the search bar for the name, or Test Results in that box.	10:47:43 AM	0:15:40
	<i>clicks search box</i>	10:47:57 AM	0:15:54
	lab results and test results are different. It pulled up what I would have expected. There are a lot of things with test and results in the message	10:48:40 AM	0:16:37
	did you find it?	10:48:45 AM	0:16:42
	yes	10:48:46 AM	0:16:43
	which folder?	10:48:54 AM	0:16:51
	I don't know. [Confused.]	10:49:01 AM	0:16:58
	do you remember where you started?	10:49:12 AM	0:17:09
	I don't remember [Confused.]	10:49:17 AM	0:17:14
	What if there were hundreds of messages with test results and you were in a hurry? Is there a way you might be able to narrow your search?	10:49:20 AM	0:17:17
	if I knew the date it came in, I would type the name in [referring to the search box on the test results page]	10:49:43 AM	0:17:40
	I would usually type in a word or two. You could also scroll, but if you were in a hurry, that would be a lot.	10:50:05 AM	0:18:02
	where do you think the system looked for the results?	10:50:21 AM	0:18:18
	the subject title of the message.	10:50:21 AM	0:18:18
	would you expect it to have searched anywhere else?	10:50:28 AM	0:18:25
	sender or receiver. Who the conversation was with. The date too. Like I could type in "august 29th"	10:50:54 AM	0:18:51
	anywhere else you might want to search?	10:51:01 AM	0:18:58
	the whole message. Whatever was sent or received. Because maybe if Dr. Smith was like yeah you should try these recommendations, then I could later go in and type recommendations in the search and that message would pop up, even if the subject title of the message was "follow up from appointment"	10:51:58 AM	0:19:55
	what parts do you find valuable?	10:52:05 AM	0:20:02
	I think its helpful to have. Be able to type anything in and it searches.	10:52:19 AM	0:20:16
	<i>constantly scrolling.</i>	10:52:27 AM	0:20:24
	I occasionally search on email.	10:52:36 AM	0:20:33
	Please rate searching for a message	10:52:42 AM	0:20:39
	5	10:52:44 AM	0:20:41
	asks Participant to return to inbox.	10:52:59 AM	0:20:56
Need to review recording here >	<i>scrolls down to footer and somehow finds it?</i>	10:53:14 AM	0:21:11
	#t4 Fourth Task: Organizing a message - create a folder.	10:53:23 AM	0:21:20
	<i>scrolls down.</i>	10:53:30 AM	0:21:27
	<i>Quickly finds in this messages section. Clicks my folders.</i>	10:53:46 AM	0:21:43
	this was the only thing I saw that looked like it would work.	10:54:05 AM	0:22:02
	Success	10:54:08 AM	0:22:05
	<i>sees folder.</i>	10:54:23 AM	0:22:20
	5 super easy. Confident	10:54:30 AM	0:22:27
	What would you do if you wanted to change the name of the Cardiologist folder to the doctor's name, Dunwoody?	10:54:38 AM	0:22:35

	clicks on it edit folder name save.	10:54:46 AM	0:22:43
	yes I was successful.	10:54:54 AM	0:22:51
	reads green message.	10:55:00 AM	0:22:57
	I would probably go back to my folders to confirm.	10:55:08 AM	0:23:05
	participant is using breadcrumbs AND uses the swipe back iPhone function.	10:55:41 AM	0:23:38
	Please rate the difficulty of changing a folder's name	10:55:49 AM	0:23:46
	5	10:55:51 AM	0:23:48
	What would you do if you wanted to delete the kidney folder?	10:56:15 AM	0:24:12
	on apple, I would press and hold, and see if a menu comes up, but nope, then I would click on remove folder.	10:56:37 AM	0:24:34
	Success	10:56:39 AM	0:24:36
	what would you expect if there were messages?	10:56:50 AM	0:24:47
	they would just go back to the inbox.	10:56:58 AM	0:24:55
	why?	10:57:01 AM	0:24:58
	I'd just hope. I don't want them to just be deleted.	10:57:11 AM	0:25:08
	Please rate the difficulty of deleting a folder	10:57:17 AM	0:25:14
	4 because the only thing if it could be a 5 is if I could press and hold to open the menu. Sometimes when my WiFi is slow, having to load a new page is annoying.	10:57:56 AM	0:25:53
	Do you use folders?	10:58:01 AM	0:25:58
	yes	10:58:03 AM	0:26:00
	folders might be useful?	10:58:10 AM	0:26:07
	yes.	10:58:12 AM	0:26:09
	do you use folders in all of your current systems?	10:58:19 AM	0:26:16
	something I do as needed. I don't do it right away, but if my inbox starts piling up, then I might move the previous messages to another folder because it is overwhelming looking at a completely full inbox. I don't do it for texts, but if I want to keep it for reference, I will use a folder.	10:59:22 AM	0:27:19
	wait here for further instructions.	10:59:34 AM	0:27:31
	#t5 Fifth Task: Patient safety		
	clicks continue	11:00:16 AM	0:28:13
	could take up to 3 business days. When to get help right away.	11:00:36 AM	0:28:33
	I like that message for when to use it, and don't use it in a crisis.	11:00:51 AM	0:28:48
	hopefully in the To, all my doctors would be there, and the location. Doctor. Smith is a pretty common name, so if it said doctor smith psychiatry, or oncology, etc.	11:01:25 AM	0:29:22
	reads through categories.	11:01:34 AM	0:29:31
	yeah I mean it seems pretty straightforward.	11:01:45 AM	0:29:42
	do you recall seeing that blue message earlier?	11:01:53 AM	0:29:50
	umm. I don't recall, but I wasn't really taking the whole page in, I was focusing on a particular task. It is entirely possible it was there.	11:02:19 AM	0:30:16
	What would you tell a fellow Veteran about when to expect a response to a message?	11:02:25 AM	0:30:22
	I would say they could expect a response in about a week. It says 3 business days, but no offense, but VA lies and is awful. I would tell them to send the message, and then call right after, because you don't really know who is going to get the message. I don't have much faith in the VA health system.	11:03:18 AM	0:31:15
	why don't you have any faith in them?	11:03:40 AM	0:31:37
	my personal experience. Especially mental healthcare. Like if someone is feeling down. Like I struggle with depression. My provider makes it very clear that she is overwhelmed, so I don't feel like I am getting her full attention. And when I tried to switch because I felt like she was so lackluster, they tried to discourage me from being my own advocate, because if I switched, then I would have to start all over.	11:05:05 AM	0:33:02
	I say 'sorry to say,' because the VA <i>has</i> helped me, but I don't expect a lot.	11:05:24 AM	0:33:21
	it says 3 days because that is part of their job description, but they don't really care. I probably wouldn't use messaging because I don't think they care.	11:05:56 AM	0:33:53

	What would you tell a fellow Veteran about using messaging in an emergency?	11:06:09 AM	0:34:06
	tell them to call 911, or take them to the ER. There are some things that could be messaged, but if they cut their finger off, they need to go to the emergency room.	11:06:57 AM	0:34:54
	What about this page implies something is important?	11:07:00 AM	0:34:57
	I like that the new 988 number is there.	11:07:09 AM	0:35:06
	Urgent question - lol that's funny [sarcasm].	11:07:20 AM	0:35:16
	I think that whole thing is good to have there - like if you're in crisis.	11:07:32 AM	0:35:29
	I guess if you could do a dropdown to say the message was urgent, but then that wouldn't be good, because if you are really in an emergency then you need to go to the er.	11:08:09 AM	0:36:06
Need to review recording here >	Lexi had to go close a door...	11:09:16 AM	0:37:13
	I think it is helpful to have diff avenues to contact for healthcare.	11:09:33 AM	0:37:30
Oleksii's notes			
the In the Messages section navigation bar was confusing to me. The fact that it just remains unscrollable.			
I would expect that to change dynamically when changing pages.			
there was a question where she didn't know where she was because the breadcrumbs and the in this folder wasn't there.			
id probably want to get more information on the message thread. We did ask her to expand it. We could ask them what they expect them to do with it?			
Lexi: did not get to advanced search			

Tags/Key	Transcript	Clock Time	Time Stamp
"Start"	start	7:03:52 AM	0:00:00
	Laptop user	7:04:02 AM	0:00:10
	Just started using MHV a couple months ago	7:04:37 AM	0:00:45
	rating scale	7:06:44 AM	0:02:51
	has to allow permissions before he can share screen because we are recording.	7:09:06 AM	0:05:13
	Participant went off line and rejoined. There are two of him now	7:11:10 AM	0:07:18
	P shares screen....now	7:11:30 AM	0:07:38
	<i>immediately scrolls down and back up</i>	7:11:55 AM	0:08:02
	Anne explains the prototype	7:12:12 AM	0:08:20
	#t1 First Task: Message threads	8:22:36 AM	1:18:43
	looks like some. Type of email app. Inbox. It could take up to 3 business days. I don't like that. I want emails to move faster.	7:13:21 AM	0:09:29
	I guess you get your lab results in this portal.	7:13:36 AM	0:09:44
#q1 = Question 1, etc.	drafts. Looks like you can talk to your doctors in this portal. Appointment. Covid inquiry.	7:13:54 AM	0:10:01
#t1 = Task 1, etc.	anything else you noticed?	7:14:00 AM	0:10:07
technical difficulties	yes. Appointments. Pharmacy.	7:14:25 AM	0:10:33
	<i>Reads down the left navigation.</i>	7:14:26 AM	0:10:34
Emotions:	Scroll down to the third message	7:14:41 AM	0:10:48
Confident	umm so its kind of hard. I don't know if it is from her or to her because it is a draft. Am I writing this?	7:15:02 AM	0:11:10
Confused	what do you think?	7:15:08 AM	0:11:16
Angry/Frustrated	I guess I'm writing her because it is a draft to her.	7:15:22 AM	0:11:29
	Its in my inbox, but I don't know why it says draft.	7:15:40 AM	0:11:48
Task Success/Fail:	Is that two names? Narin, and Lovejoy? I don't know if that is two names. I'm confused about that. Maybe as a caregiver? I'm confused about that.	7:16:22 AM	0:12:30
Success	where if previous messages?	7:16:31 AM	0:12:38
Fail	I'd click on this because it says 13 messages, so its prob a chain of all of them like Gmail.	7:16:53 AM	0:13:01
	click on the top message	7:17:06 AM	0:13:14
	Well it's a little different. It looks like the same thing. In my Gmail, it will show it in the preview screen, but here we went to a new screen.	7:17:39 AM	0:13:47
	how many unread?	7:17:44 AM	0:13:51
	I'm guessing these dots mean unread. So two	7:17:53 AM	0:14:01
	have you seen other indicators?	7:18:01 AM	0:14:09
	uhh. No. I think in Gmail it is bolded and unbolded. And on my Gmail, it pushes the unread up to the top.	7:18:32 AM	0:14:40
	The message from sept 1	7:18:58 AM	0:15:05
	so it is from Dunwoody. Uhhhh...	7:19:09 AM	0:15:17
	<i>reads the preview</i>	7:19:14 AM	0:15:21
	maybe it is about setting up a new consultation or new meeting	7:19:26 AM	0:15:34
	<i>opens</i>	7:19:30 AM	0:15:38
	uhh. Yeah. She is trying to set up a meeting with him	7:19:43 AM	0:15:51
	<i>closes</i>	7:19:47 AM	0:15:55
	what changed?	7:19:53 AM	0:16:00

yeah the dot isn't there anymore. It might be nice to push the other unread up to the top.	7:20:14 AM	0:16:21
it might be nice for you guys to bold it though so it is a higher contrast than the unread ones.	7:20:34 AM	0:16:42
how many are now unread?	7:20:41 AM	0:16:48
please rate this first task	7:20:57 AM	0:17:04
5	7:21:04 AM	0:17:11
No, just I mean maybe the bolding would help a lot.	7:21:17 AM	0:17:24
clarify that for me?	7:21:23 AM	0:17:30
The whole message. Everything would be bolded. So you instantly know what is read and unread.	7:21:43 AM	0:17:51
And the read message would be pushed down.	7:21:57 AM	0:18:05
do you use chrome?	7:22:03 AM	0:18:11
yes.	7:22:08 AM	0:18:15
#t2 Second Task: Replying to a message	7:22:24 AM	0:18:32
<i>reply button at the top. Clicks.</i>	7:22:40 AM	0:18:47
<i>scrolls down.</i>	7:22:47 AM	0:18:55
how document?	7:22:52 AM	0:19:00
attach (then sees the button)	7:23:01 AM	0:19:09
were you successful?	7:23:07 AM	0:19:15
the message has been autosaved.... Oh yes there it is.	7:23:22 AM	0:19:30
get rid of it?	7:23:29 AM	0:19:37
Right there.	7:23:39 AM	0:19:47
<i>clicks remove before Anne finishes talking</i>	7:23:49 AM	0:19:56
get rid of the entire message?	7:23:57 AM	0:20:05
<i>clicks discard draft.</i>	7:24:06 AM	0:20:14
I kind of know inherently it is a draft, but it might be better if it would say message.	7:24:28 AM	0:20:36
draft or message better?	7:24:39 AM	0:20:47
message.	7:24:44 AM	0:20:52
come back to this later?	7:24:53 AM	0:21:01
umm. If I wanted to save the message?	7:25:07 AM	0:21:15
you wanted to come back and work on it later?	7:25:19 AM	0:21:26
save maybe.	7:25:23 AM	0:21:31
<i>hovers over the empty space to the right of the discard draft.</i>	7:25:39 AM	0:21:46
when you are working in Gmail, is there a save button?	7:25:52 AM	0:22:00
no.	7:25:54 AM	0:22:01
so in this case what would you do for Gmail.	7:26:11 AM	0:22:19
it automatically saves that here.	7:26:18 AM	0:22:26
do you see anything like that here?	7:26:25 AM	0:22:33
no.... Oh wait yes, it is here.	7:26:34 AM	0:22:42
do you trust that your message would be saved?	7:26:49 AM	0:22:56
in the drafts folder, but if not there, then the unsent messages folder	7:27:04 AM	0:23:12
why do you say that?	7:27:08 AM	0:23:16
I'm biased because I use email a lot	7:27:16 AM	0:23:23
do you think similar to your email	7:27:22 AM	0:23:30
yeah the basics are her. Similar.	7:27:31 AM	0:23:39
rate replying	7:27:36 AM	0:23:44
5	7:27:43 AM	0:23:50
rate adding/removing	7:27:57 AM	0:24:05
5	7:27:58 AM	0:24:06
click on send.	7:28:12 AM	0:24:20
#t3 Third Task: Finding a message	7:28:29 AM	0:24:36
<i>Started scrolling then clicked on search box</i>	7:28:41 AM	0:24:49
no I would have typed Smith.	7:28:58 AM	0:25:06
why did you scroll?	7:29:03 AM	0:25:11

	I was looking to see if it was in the list, and then I meant to click on the search box.	7:29:24 AM	0:25:32
	is that what you would have done in real life?	7:29:35 AM	0:25:43
	yeah... if it were recent I would look to see if it was there. If not I would search by name. but I might also search test results too.	7:30:10 AM	0:26:17
	are those the results you would expect?	7:30:19 AM	0:26:26
	uh yeah, but I also see lab results so some things might not be relevant.	7:30:27 AM	0:26:34
	yellow?	7:30:51 AM	0:26:59
	looks like it is just searching the subject, not the content of the email.	7:31:05 AM	0:27:13
	other parts besides subject?	7:31:14 AM	0:27:21
	yeah Gmail searches everything. Subject, person, context, content of the email. I know that's a lot of work, a lot of coding. But that would be better. The body of the email.	7:31:51 AM	0:27:59
	any other parts?	7:31:55 AM	0:28:03
	I guess it could search the attachments. The name of the attachments.	7:32:07 AM	0:28:15
	so this only searched the subject line?	7:32:20 AM	0:28:28
	yes.	7:32:21 AM	0:28:29
	what folder was your message found in?	7:32:32 AM	0:28:40
	uhh.....	7:32:37 AM	0:28:45
	<i>reads the preview</i>	7:32:41 AM	0:28:49
	I don't know. It doesn't tell me.	7:32:49 AM	0:28:57
	do you remember choosing a specific folder?	7:32:57 AM	0:29:05
	no	7:32:58 AM	0:29:06
	where might you look for that folder?	7:33:09 AM	0:29:17
	it would be better to search everything. Search all. Maybe I deleted it or maybe it went to spam. If I couldn't search everything, I would just search inbox.	7:33:41 AM	0:29:48
	so right now you aren't sure where you searched?	7:33:51 AM	0:29:59
	well now I see the inbox up at the top so I guess we searched the inbox. I guess I didn't see that label at first. Maybe it was too small. I thought it would search all.	7:34:37 AM	0:30:45
	What would you do if there were hundreds of messages?	7:34:47 AM	0:30:54
	I'd sort by newest to oldest	7:35:01 AM	0:31:09
	also advanced search	7:35:07 AM	0:31:15
	<i>clicks advanced search link at top</i>	7:35:17 AM	0:31:25
thinks folder is helpful	I don't know if the message id would be too helpful. The only reason I think this would be helpful is if I was talking to someone at the hospital and they told me the specific message ID.	7:35:57 AM	0:32:05
	Subject: I could search for the test results there.	7:36:17 AM	0:32:24
	Category, I'd choose test yup	7:36:26 AM	0:32:34
	date: last week of august....I'd prob do the last 3 months	7:36:41 AM	0:32:49
	anything you expected but don't see?	7:36:48 AM	0:32:56
	umm.....	7:36:52 AM	0:33:00
	no I think everything is here that would help me narrow stuff down?	7:37:17 AM	0:33:25
	do you use adv search in Gmail?	7:37:27 AM	0:33:34
	very infrequently. Or if I need something old, or a refund number, or a phone number, but not that much.	7:37:48 AM	0:33:56
	<i>clicks on advanced search</i>	7:37:55 AM	0:34:03
	rate searching for message	7:38:02 AM	0:34:10
	3 or 4	7:38:10 AM	0:34:18
	why?	7:38:17 AM	0:34:25
	I had to do a lot of work to get to adv search. Wasn't as fast as I would like it to be.	7:38:34 AM	0:34:41
	what parts valuable?	7:38:38 AM	0:34:46
	def the highlighting is good.	7:38:47 AM	0:34:55

but I think maybe just go past the subject and search everything in the email is better.	7:39:01 AM	0:35:09
that's good you can sort by newest to oldest.	7:39:15 AM	0:35:23
the preview shows the person that sent it to you, the subject and date. That's a lot of information that you see	7:39:41 AM	0:35:49
return to inbox	7:39:45 AM	0:35:53
#t4 Fourth Task: Organizing a message	7:40:01 AM	0:36:09
how would you create a folder?	7:40:13 AM	0:36:21
I haven't got the messages yet?	7:40:24 AM	0:36:32
<i>pauses on inbox. Slowly scrolls. Hesitant.</i>	7:40:39 AM	0:36:47
like a way to set up a filter?	7:40:45 AM	0:36:53
not a filter, but a folders	7:40:51 AM	0:36:58
I wouldn't do that even on Gmail.	7:40:58 AM	0:37:06
I guess right here my folders	7:41:06 AM	0:37:14
<i>clicks in navigation</i>	7:41:10 AM	0:37:17
<i>clicks new folder</i>	7:41:20 AM	0:37:28
<i>starts typing (they chat about what he would type</i>	7:41:38 AM	0:37:45
<i>save maybe.</i>	7:41:44 AM	0:37:52
were you successful?	7:41:49 AM	0:37:56
yup because I see the name right here.	7:42:03 AM	0:38:11
so how do I get messages in here?	7:42:11 AM	0:38:19
how might you on Gmail?	7:42:20 AM	0:38:28
I would have to create filters for all the incoming emails.	7:42:46 AM	0:38:53
go back to my folders.....	7:43:06 AM	0:39:14
create that kidney folder again....	7:43:16 AM	0:39:24
change folder name	7:43:28 AM	0:39:35
umm.....	7:43:30 AM	0:39:38
the only thing I can see is the folder. I don't see settings or anything.	7:43:49 AM	0:39:57
there I see edit folder name. I like that there is feedback that it worked	7:44:08 AM	0:40:16
successful	7:44:11 AM	0:40:18
did it work?	7:44:15 AM	0:40:22
yep	7:44:17 AM	0:40:25
how would you delete?	7:44:26 AM	0:40:34
I would click on it again, and click remove folder	7:44:45 AM	0:40:52
action cannot be undone.... Yes.	7:44:58 AM	0:41:06
were you successful?	7:45:01 AM	0:41:09
yes.	7:45:02 AM	0:41:10
what if there were messages in there?	7:45:11 AM	0:41:19
I saw the warning that said everything would be deleted.	7:45:35 AM	0:41:43
[need to watch recording here]	7:46:11 AM	0:42:19
are folders useful to you or other vets?	7:46:21 AM	0:42:29
if you are getting a lot of email, then yeah. This is for medical stuff. I imagine you wouldn't get a lot of email.	7:46:24 AM	0:42:32
rate creating a folder	7:47:03 AM	0:43:10
5. pretty easy to do.	7:47:09 AM	0:43:17
Rate changing the name	7:47:22 AM	0:43:29
5	7:47:23 AM	0:43:31
deleting folder	7:47:28 AM	0:43:36
5	7:47:29 AM	0:43:37
anything to add?	7:47:34 AM	0:43:42
everything was pretty easy to understand because you had the big buttons there. You gotta know English though lol	7:47:54 AM	0:44:02
wait here for further instructions	7:48:26 AM	0:44:34
#t5 Fifth Task: Patient safety	7:48:38 AM	0:44:46
<i>clicks continue</i>	7:49:23 AM	0:45:30
ok so I'm writing a message	7:49:31 AM	0:45:39

and so....	7:49:35 AM	0:45:43
<i>scratches beard</i>	7:49:40 AM	0:45:47
if you think your life is in danger.	7:49:52 AM	0:45:59
<i>reads through blue box</i>	7:50:00 AM	0:46:07
ok 'To' ... I can(?) type a name here, but maybe these arrows will show people I have already emailed or are associated with in case I can't remember their actual name.	7:50:54 AM	0:47:01
<i>reads through the categories</i>	7:51:13 AM	0:47:21
so why can't I order a test here? I guess you have to do it through your doctor. If you wanted to order an std test or a pregnancy test, you can't really order it here	7:51:50 AM	0:47:58
you can renew your medication, not ask for a new one	7:52:07 AM	0:48:14
Anne goes back up to the top	7:52:17 AM	0:48:25
first think I noticed was compose message.	7:52:36 AM	0:48:44
were you just reading down the page?	7:52:45 AM	0:48:53
yes. Just reading out loud down the page	7:52:55 AM	0:49:03
anything important?	7:53:00 AM	0:49:08
this blue. I guess this "i" here	7:53:11 AM	0:49:18
it means information I guess, but it might be better to put an exclamation or star or something.	7:53:38 AM	0:49:45
the blue box def gets my attention.	7:53:45 AM	0:49:53
blue box elsewhere?	7:53:52 AM	0:49:59
no I dont think so	7:53:57 AM	0:50:04
I also like the bolding	7:54:05 AM	0:50:13
do you think you would have stopped and read it?	7:54:20 AM	0:50:28
yeah I would have stopped and read it because of the bold. It will make me take notice. And this i icon makes me take notice. Because its bolded and two, it is in the way for me to get to what I want to do. Placement is important.	7:55:15 AM	0:51:23
what would you tell a fellow Vet?	7:55:25 AM	0:51:33
3 days lol that's not good. I don't like that.	7:55:35 AM	0:51:43
fellow veteran in an emergency?	7:55:43 AM	0:51:50
yeah that is what this information is here. Common sense would be to call 911 you wouldn't use messaging.	7:56:07 AM	0:52:14
yeah yeah yeah yeah yea	7:56:17 AM	0:52:25
what does crisis mean?	7:56:23 AM	0:52:31
if you are suicidal or if you want to hurt someone, you def wouldn't want to send an email. Unless you were more comfortable sending a message, and not talking on the phone, but I wouldn't want to wait three days.	7:57:09 AM	0:53:16
stops sharing screen	7:57:35 AM	0:53:43
anything else to share?	7:57:59 AM	0:54:07
Just the bolding. You should bold the unread, and make a high contrast to the read.	8:01:23 AM	0:57:31

	Transcript	Clock Time	Time Stamp
Tags/Key:			
when recording	start	8:30:54 AM	0:00:00
	Anne drops link into chat	8:35:08 AM	0:04:14
Bold: What the moderator says	Participant opens the link.	8:35:55 AM	0:05:01
	<i>Participant has a hard time switching back to zoom to share screen.</i>	8:39:37 AM	0:08:43
<i>PII in the recording. Just FYI.</i>	<i>finally shares screen. BUT has his email ls in one of the open tabs.</i>	8:42:22 AM	0:11:28
	Anne explains Jesse Roberts.	8:42:45 AM	0:11:51
	Do you use MHV?	8:43:12 AM	0:12:18
	Once in a blue moon. The Vets admin and I are not on the best terms. I preface that: when I retired, I went to work for a sheriff's office, and I wasn't making great money, but it was more than the threshold that the VA and benefits would allowed. I physically talked to a vet rep, and he said it went into effect in 19-something, and he told me that I could probably get back on it when I retired.	8:45:07 AM	0:14:13
	walk me through this screen.	8:45:16 AM	0:14:22
	looks good except for.... I don't remember on the left side, but I might be confusing it with another site like vet health or Social security. But I don't recognize what's under My Health.	8:46:04 AM	0:15:10
	new design.	8:46:10 AM	0:15:16
	I looks like a good idea if the links work.	8:46:26 AM	0:15:32
#q1 = Question 1, etc.	<i>understands it's a prototype.</i>	8:46:46 AM	0:15:52
	conversations: I assume that those are conversations between me/Jesse and my doctor. Like my doctor has a portal that is set up basically set up similar to this but not the same.	8:47:26 AM	0:16:32
#t1 = Task 1, etc.			
technical difficulties	#t1 First Task: Message threads	8:47:46 AM	0:16:52
	what would you expect 3rd?	8:48:01 AM	0:17:07
	prob a message from Ratana to Jesse. The subject heading would be medication dosage question. Then per our convo on whatever date, here's the dosage/heres what you should be taking. I would hope that is what it is. Some kind of direction.	8:48:51 AM	0:17:57
Emotions:	conversation, meaning speaking?	8:48:58 AM	0:18:04
Confident	you can have a convo on texting, email - maybe not email.... But texting and that kind of thing. When I follow up with friends over text, I will still tell my wife "I talked to so and so" even though it was only text.	8:49:48 AM	0:18:54
Confused	what does convo mean to you?	8:49:54 AM	0:19:00
Angry/Frustrated	I don't know what the term is but it is an exchange of information from one person to another regardless of the medium. Text or email or whatever, it is still a convo.	8:50:25 AM	0:19:31
Task Success/Fail:	where would you look to see previous?	8:50:34 AM	0:19:40

Success	going from experience, you could click on where its underlined, and that message would come up and it would come up with a folder or section or whatever that would have this convo. It says 13 messages, so there are 13 messages sitting somewhere and you can look through them	8:51:22 AM	0:20:28
Fail	I'm not too fam with these technical terms.	8:51:42 AM	0:20:48
	that your experience with your Dr.?	8:51:50 AM	0:20:56
	yes. And with email, it always stays on there. A couple weeks ago we were setting up a hunting trip and talking logistics, and all the messages were still on there. Normally if you have an ongoing convo with the same person, it will stay there and you can backtrack it.	8:52:54 AM	0:22:00
	what is your email servicer?	8:53:01 AM	0:22:07
	Comcast.	8:53:06 AM	0:22:12
	comcast did me dirty.	8:53:13 AM	0:22:19
	been there done that. When we moved there 15 years, there was no cable or internet. I just wrote a letter to comcast to ask if they could run another cable.	8:53:51 AM	0:22:57
	I got a real nice letter back from Comcast and said it was possible and asked when they could send a crew out. The woman who sent the letter enclosed her business card, and I keep those forever. Computers crash, business cards are tangible objects.	8:54:57 AM	0:24:03
	our tv was all blurry or digitized, and the tech came out and didn't know what caused it, so I had a come to Jesus meeting with the business card lady, she sent a diff tech out and he told us it was hit by lightning.	8:55:46 AM	0:24:52
	go to the first message from Dunwoody.	8:56:02 AM	0:25:08
	Participant slowly clicks	8:56:18 AM	0:25:24
	expected?	8:56:22 AM	0:25:28
	oh yeah	8:56:24 AM	0:25:30
	unread?	8:56:28 AM	0:25:34
	2 out of 5 [messages are unread]	8:56:32 AM	0:25:38
	[when asked how he knew] I see the dots. The other ones don't have the dots. To me I'm guessing that.... In the coast guard, we didn't have dots, we had arrows.	8:57:03 AM	0:26:09
	open the sept 1st	8:57:13 AM	0:26:19
	<i>reads the preview.</i>	8:57:27 AM	0:26:33
	She is telling Jesse what to do.	8:58:01 AM	0:27:07
	open please	8:58:04 AM	0:27:10
	<i>immediately clicks arrow</i>	8:58:11 AM	0:27:17
	close	8:58:15 AM	0:27:21
	<i>immediately clicks arrow</i>	8:58:21 AM	0:27:27
	different?	8:58:27 AM	0:27:33
	yeah the dots gone. Jesse looked at the email and said eh I don't know what she's talking about.	8:58:47 AM	0:27:53
	#t2 Second Task: Replying to a message	8:59:01 AM	0:28:07
	I ate the assume I can hit reply [at the top] and it will bring up a reply from Jesse and he could tell Ms. Dunwoody whatever.	8:59:37 AM	0:28:43
	<i>clicks and cursor hovers over blue</i>	8:59:49 AM	0:28:55
	how attach?	8:59:54 AM	0:29:00

	I assume down here where it says attachments. That might be easy for some, but it gets funky on my computer. When I click attach, it pulls up a thing where I can see all the folders or whatever you call them, photos and whatever, and you can pick, then click attach file, and it will come into the message - not in the body of the message, but before it, and you can add comments in the body and send.	9:01:19 AM	0:30:25
	click attach choose any	9:01:37 AM	0:30:43
	<i>correct</i>	9:01:41 AM	0:30:47
	successful?	9:01:50 AM	0:30:56
	<i>pause</i>	9:01:53 AM	0:30:59
	yeah here it is and I can remove or comment.	9:02:17 AM	0:31:23
	remove	9:02:21 AM	0:31:27
	<i>success.</i>	9:02:26 AM	0:31:32
	successful?	9:02:35 AM	0:31:41
	yes.	9:02:42 AM	0:31:48
	[need to check recording here for Moderator's question]	9:02:51 AM	0:31:57
	I assume it would come up with a box. Are you sure you want to cancel? If not you can close it.	9:03:11 AM	0:32:17
	what if you wanted to save?	9:03:21 AM	0:32:26
	good question. I knew what I would do. I don't know if it's the right way. I could always select all in the body of the message and send it all down to another place where you know it is going to be and call her. You may be calling her about this message you spent 4 hours on.	9:04:24 AM	0:33:30
	if you come back to drafts later, how would you do that?	9:04:40 AM	0:33:46
	I would say you had to have another box down here, maybe next to attach file. Attach draft-no wait... if you can discard it, why can't you temporarily save it? Maybe not temporary. But you can save it. It would probably go into a draft file. Especially when you have it on the side here, you have messages, compose, draft, and that message actually when to where the drafts are kept, they would hit draft and it would take them there. there would prob only be one or 2. people probably delete them after a while.	9:06:35 AM	0:35:41
	rate replying.	9:06:39 AM	0:35:45
	easy. 4	9:06:46 AM	0:35:52
	I always lean to the lower side. It isn't very easy because its those 1% of people who couldn't pour water out of a bucket. It is easy, but may not be very easy for everyone.	9:07:32 AM	0:36:38
	rate adding removing docs	9:07:40 AM	0:36:46
	2	9:07:51 AM	0:36:57
	I would say, and I'm going on my experience and everyone else's experience, if they hadn't hit the "how to attach a file" and they thought they knew how to do it, they wouldn't do it right.	9:08:36 AM	0:37:42
	3 on that actually.	9:08:43 AM	0:37:49
	hit send.	9:08:46 AM	0:37:52
	#t3 Third Task: Finding a message	9:09:02 AM	0:38:08
	<i>immediately clicks search box. No scrolling.</i>	9:09:36 AM	0:38:42
	I would have put smith, august, test results"	9:09:53 AM	0:38:59
	do the results make sense to you?	9:10:14 AM	0:39:20

	well. It does but it doesn't. I'm reading some of these. The average person, even if they are healthy wealthy and wise, they prob have a lot of test results. So if you put test results, it will bring you every test result you've ever had as far as it goes back, and you still say Jesus, where is it? But if you put Beth smith and august and test results, it would get you closer.	9:11:34 AM	0:40:40
	it wouldn't really let you add commas. Where would you go to narrow it down.	9:11:55 AM	0:41:01
	advanced search.	9:11:59 AM	0:41:05
	you're prob not going to know the folder	9:12:07 AM	0:41:13
	<i>clicks folder</i>	9:12:15 AM	0:41:21
thinks he is in inbox because it is defaulted?	oh drafts sent....idk if she is a cardiologist or eye doctor. It isn't going to be a draft. I guess you are in the inbox now too because you've got it checked.	9:12:52 AM	0:41:58
	do you have folders?	9:13:19 AM	0:42:24
	yes. I would put the hunting convo under hunting.	9:13:29 AM	0:42:35
	would you look for them anywhere besides the hunting folder?	9:13:45 AM	0:42:51
	I might check my desktop. I would say 99 out of 100 times, it wouldn't get on my desktop unless I put it there. I'm the person who doesn't like a lot of emails on whatever the box is, inbox. If I see 30 messages, I'm like, I'm getting rid of these. Hence the folders.	9:14:55 AM	0:44:01
	what do you think the message id is?	9:15:04 AM	0:44:10
	I don't know. That's one of those things I would just give up and go outside. Unless you had... back in the day, we would have a priority, operational, or whatever, and the date and time - it would be the day/time group and that's how we referenced our messages. were dating ourselves 30-40 years.	9:16:22 AM	0:45:28
	from: it would probably be smith comma Beth	9:16:32 AM	0:45:38
	<i>clicks category</i>	9:16:43 AM	0:45:49
	I would choose test, unless that is pointing to testing the equipment.	9:17:03 AM	0:46:09
	Date: last six months.	9:17:11 AM	0:46:17
	unless you actually knew the date, you could use the custom date range.	9:17:25 AM	0:46:31
	there it is.	9:17:29 AM	0:46:34
	where did the system search?	9:17:54 AM	0:47:00
	it looked for test results.	9:18:01 AM	0:47:07
	WHERE?	9:18:06 AM	0:47:12
	subject line. [confident]	9:18:14 AM	0:47:20
	where might you want it to look?	9:18:23 AM	0:47:29
	Beth...	9:18:48 AM	0:47:54
	lets say test results wasn't in the subject line. Where else want?	9:19:08 AM	0:48:14
	originator, Beth. But if you had 10k from her you'd still be frustrated. Or you could search august, and it could come up, or you could search the custom date range.	9:19:43 AM	0:48:49
	Rating: finding a message	9:19:59 AM	0:49:05
	between a 3 and a 2. kind of middle of the road. Could be easy to a normal person who is on a computer all the time.	9:20:23 AM	0:49:29
	how easy for you?	9:20:29 AM	0:49:35

	easy to find.	9:20:47 AM	0:49:53
	4	9:20:57 AM	0:50:03
	search valuable?	9:21:18 AM	0:50:23
	actually this advanced search, If you knew it was there. I rarely go to advanced anything because I'm afraid I'm going to do something....I'm semi-comfortable with a computer. Advance search is good for me now. the two portals I have access to now don't have it. if it did, and I was able to go in and enter terms to narrow things down, it would be helpful.	9:22:34 AM	0:51:40
	go to inbox.	9:22:39 AM	0:51:45
	<i>clicks inbox left navigation</i>	9:22:45 AM	0:51:51
	#t4 Fourth Task: Organizing a message	9:22:56 AM	0:52:02
	create a folder	9:23:04 AM	0:52:10
	<i>goes to my folders</i>	9:23:15 AM	0:52:21
	<i>success</i>	9:23:26 AM	0:52:31
	I would have probably named it something else.	9:23:36 AM	0:52:42
	rename cardiologist	9:23:46 AM	0:52:52
	<i>right clicks.</i>	9:24:21 AM	0:53:27
	I would delete eye doctor and move things to the other.	9:24:37 AM	0:53:42
	what if there were messages?	9:24:51 AM	0:53:56
	[Lexi missed the answer]	9:25:00 AM	0:54:06
	<i>Participant hovers over cardio link</i>	9:25:08 AM	0:54:14
	<i>clicks after Anne's prompt</i>	9:25:16 AM	0:54:22
	oh ok here.	9:25:23 AM	0:54:29
	<i>success</i>	9:25:28 AM	0:54:34
	you see your folder there?	9:25:36 AM	0:54:41
	yes.	9:25:39 AM	0:54:45
	how delete.	9:25:42 AM	0:54:48
	I don't know if I can...	9:25:56 AM	0:55:02
	<i>right clicks.</i>	9:25:59 AM	0:55:05
	I was using my right click it usually...	9:26:11 AM	0:55:17
	oh there it is	9:26:20 AM	0:55:26
	<i>successfully deletes</i>	9:26:27 AM	0:55:33
	what if there were messages?	9:26:30 AM	0:55:36
	they would have gone with the folder.	9:26:38 AM	0:55:44
	deleted?	9:26:41 AM	0:55:47
	they would....	9:27:11 AM	0:56:16
	they would be deleted with it. Then if you needed them you could go back to trash, and get them for there.	9:27:33 AM	0:56:39
	were you right clicking trying to find a delete option?	9:27:48 AM	0:56:54
	yes.	9:27:49 AM	0:56:55
	would you find that helpful?	9:27:55 AM	0:57:01
	oh yeah. I don't think you could do that, well I guess computer people could do whatever they want	9:28:21 AM	0:57:27
	our developers are top notch, we can just buy them cookies.	9:28:36 AM	0:57:42
	Rating: Create	9:28:48 AM	0:57:54
	5. its spelled right out. If you have enough sense to go under my folders it's a cakewalk after that.	9:29:14 AM	0:58:20
	Rating: Edit	9:29:29 AM	0:58:35
	3. a bit more difficult.	9:29:34 AM	0:58:40
	delete?	9:29:39 AM	0:58:45
	other than trying right click, lets go with a 4.	9:29:49 AM	0:58:54

	did I notice you hitting right click for edit as well? Or just delete?	9:30:03 AM	0:59:09
	I think I went to the upper lefthand folder of my folders thing. I think that's where I went.	9:30:25 AM	0:59:31
	do you use folders in your doctors portal?	9:30:59 AM	1:00:04
	no. to be honest, I don't know if they do. Wait no, they have archive, not folders.	9:31:14 AM	1:00:20
	would you use folders?	9:31:21 AM	1:00:27
	yes. Unfortunately at my age, I have more than one doctor. I have two portals. But if there was some way to do it on my computer and not in the portal I would use folders. Otherwise I have to make a hard copy and put it in a folder on my desk [desktop?]	9:32:16 AM	1:01:22
	#t5 Fifth Task: Patient safety	9:32:26 AM	1:01:32
	just for information sake, if you are doing this for folks at the VA, you might want to have the writing a bit bigger. Our eyesight isn't what it used to be.	9:34:25 AM	1:03:31
	obviously were in a compose message folder or whatever. You've got the same thing on the inbox, if you have issues or your life is in danger, crisis. I would think the VA would have that on every single thing because you never know when someone is going to need it.	9:35:20 AM	1:04:26
	<i>reads down the compose card.</i>	9:35:42 AM	1:04:48
	tests, you usually have to hunt for them. I don't know why but they are typically under medications.	9:36:03 AM	1:05:09
	education - I don't know what that is, unless you are trying to stop smoking, or get off drugs.	9:36:20 AM	1:05:26
	"its scary when you scroll"	9:36:26 AM	1:05:32
	<i>tries to select the To dropdown</i>	9:36:39 AM	1:05:45
	you could actually send it to anyone in the VA. If you ha a name or an email address to whoever you're sending it to. If Jesse is logged into the top, then I'm assuming that the To would be to Dunwoody or Beth Smith, or whatever Dr. Jesse is going to see, and that dropdown would be those 3 or 4 doctors or whoever they are seeing.	9:37:47 AM	1:06:53
	if you were to explain SM to a fellow veteran, how long to receive?	9:38:04 AM	1:07:10
	<i>scrolls down to bottom then to top.</i>	9:38:13 AM	1:07:19
	you do have, under compose message, it does say 3 business days, but I was going to be sarcastic and say 2-3 weeks	9:38:43 AM	1:07:49
	emergency?	9:38:46 AM	1:07:52
	if it's a die and a wool??? Emergency, it would make sense for them to call 911. or if it was a mental emergency and they said they were going nuts, to do something.	9:39:46 AM	1:08:52
	thoughts?	9:40:08 AM	1:09:13
	if this were to come true, it seems like it would really help some of the vets who are computer illiterate - I know my way around a computer, but I have a friend who is a veteran, but he doesn't know how to open anything, and I have to do everything for him. He has his phone, and he is v technically oriented on things, but when it comes to a keyboard, it mystifies them. not vets dessert storm on, because they had computers.	9:41:33 AM	1:10:39

you're definitely in the right direction.

9:41:48 AM

1:10:54

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	start	9:00:43 AM	0:00:00
	Macbook user	9:04:21 AM	0:03:38
Bold: What the moderator says	Moderator shares screen with the prototype. Has Participant control screen.	9:05:51 AM	0:05:08
Regular type: What the participant says	#t1 First Task: Message threads	9:09:11 AM	0:08:28
<i>Italic: Participant actions (e.g., scrolls...)</i>	I do like how everything is broken down separately on the left-hand side - phar, appts, messages. And in the messages, the actual subject line has Test, Follow up, medication. That's all for now.	9:10:13 AM	0:09:30
	third message.	9:10:18 AM	0:09:35
	I would expect to see... not sure draft.. Well I guess it would be you, the person who was writing the message. I guess it would be you asking the provider about dosages.	9:10:57 AM	0:10:14
	if you wanted to see previous?	9:11:03 AM	0:10:20
	I would think it would be under, when you click it, you would see the newest, and the older ones underneath it. Because I see the 13.	9:11:31 AM	0:10:48
	how can you tell?	9:11:42 AM	0:10:59
	because the 13 is only referring to the one messages, so I think they would all be there.	9:11:58 AM	0:11:15
	SM does this already [need to clarify she said this]	9:12:28 AM	0:11:45
#q1 = Question 1, etc.	open ann dunwoody	9:12:33 AM	0:11:50
#t1 = Task 1, etc.	you have received fom your healthcare team... the actions you can take...	9:12:59 AM	0:12:16
technical difficulties	<i>reads attachment name</i>	9:13:06 AM	0:12:23
	is this what you meant when you said you expected the newest on top?	9:13:36 AM	0:12:53
Emotions:	yes	9:13:37 AM	0:12:54
Confident	unread?	9:13:41 AM	0:12:58
Confused	the first two, with the bold, and the dot.	9:13:50 AM	0:13:07
Angry/Frustrated	what would you expect sept 1st?	9:14:01 AM	0:13:18
	I think the same.	9:14:39 AM	0:13:56
Task Success/Fail:	open it. What do you mean by read?	9:14:51 AM	0:14:08
Success	I thought it would tell me if it was unread, but it didn't.	9:15:28 AM	0:14:45
Fail	close it	9:15:31 AM	0:14:48
	ahh ok, for the ones that are read, there isnt a dot at all.	9:15:45 AM	0:15:02
	<i>Participant easily opens and closes threads.</i>	9:15:56 AM	0:15:13
	would you use the word conversation?	9:16:04 AM	0:15:21
	uhh yeah. Conversation. Follow up.	9:16:15 AM	0:15:32
	#t2 Second Task: Replying to a message	9:16:49 AM	0:16:06
	Clicked bottom reply button	9:17:04 AM	0:16:21
	how would you attach?	9:17:11 AM	0:16:28
	attach file	9:17:13 AM	0:16:30
	<i>success</i>	9:17:18 AM	0:16:35
	were ou sucessful?	9:17:25 AM	0:16:42
	<i>clicks attach file again.</i>	9:17:33 AM	0:16:50
	oh I was ahead of myself.	9:17:45 AM	0:17:02
	I probably missed the paperclip on there that showe it was attached.	9:18:05 AM	0:17:22
	how reove?	9:18:10 AM	0:17:27
	remove button	9:18:17 AM	0:17:34
	<i>remove button</i>	9:18:21 AM	0:17:38
	how get rid of tis emssage?	9:18:36 AM	0:17:53
	discard	9:18:40 AM	0:17:57
	I think it would go back to the beginning of this message.	9:18:50 AM	0:18:07
	what if you wanted to save it?	9:19:06 AM	0:18:23
	fi there is a save draft button you'd click that.	9:19:22 AM	0:18:38
	do you see one there?	9:19:30 AM	0:18:47
	<i>scrolls</i>	9:19:36 AM	0:18:53
	no	9:19:38 AM	0:18:55
	where would you expect it to be?	9:19:47 AM	0:19:04
	overs cursor to the right of the discard button	9:19:57 AM	0:19:14
	has your draft been saved?	9:20:05 AM	0:19:22

	yes, I see the autosave, but I don't know how often it does that. I usually see the little "saving" that appears and goes away.	9:20:39 AM	0:19:56
	what do you do if you don't trust it?	9:20:51 AM	0:20:08
	I don't always trust it. I would copy my message somewhere else.	9:21:09 AM	0:20:26
	rate reply	9:21:13 AM	0:20:30
	5	9:21:14 AM	0:20:31
	rate attach/remove	9:21:16 AM	0:20:33
	5	9:21:18 AM	0:20:35
	anything you would change?	9:21:23 AM	0:20:40
	no pretty straightforward.	9:21:35 AM	0:20:52
	#t3	9:21:52 AM	0:21:09
	scrolls	9:22:06 AM	0:21:23
	I thought it would be right there so I scrolled.	9:22:21 AM	0:21:37
	now I'm wondering if it is in medical records. Because I don't see it in a subject.	9:22:49 AM	0:22:06
	is there a quicker way?	9:22:55 AM	0:22:12
	clicks search bar	9:23:06 AM	0:22:23
	there it is	9:23:11 AM	0:22:28
	where was that message found.?	9:23:21 AM	0:22:38
	good question... hesitant .was it under....	9:23:36 AM	0:22:53
	mmm inbox?	9:23:49 AM	0:23:06
	as a guess. I'm not sure.	9:23:57 AM	0:23:14
	would you type test results?	9:24:05 AM	0:23:22
	I probably would have put results.	9:24:12 AM	0:23:29
	where do you think the system searched?	9:24:31 AM	0:23:48
	umm. Hesitant. I'd say... actually no.. I'd say all of them .the inbox and the sent folders.	9:24:57 AM	0:24:14
	what part of the message did the system search?	9:25:07 AM	0:24:24
	just any that had the words in them.	9:25:17 AM	0:24:34
	where would you expect it to search ?	9:25:29 AM	0:24:46
	the body of the message. And the subject line.	9:25:41 AM	0:24:57
	do you have a search on SM now?	9:25:47 AM	0:25:04
	if there is, I haven't used it. I don't think so .	9:25:57 AM	0:25:14
	rate search .	9:26:01 AM	0:25:17
	4	9:26:03 AM	0:25:20
	wait. 2.	9:26:10 AM	0:25:27
	difficult yes.	9:26:15 AM	0:25:32
	I think because I was confused earlier, and I'm not sure what all is being looked at.	9:26:34 AM	0:25:51
	what parts of the search valuable?	9:26:47 AM	0:26:04
	looks like it searched everything .so the keywords, and all the folders were searched. Maybe draft too.	9:27:16 AM	0:26:33
	is there a way you could be more specific?	9:27:41 AM	0:26:58
	maybe if you press advanced search	9:27:55 AM	0:27:12
	is there advanced search in Secure Messaging now?	9:28:05 AM	0:27:22
	I'm not sure	9:28:08 AM	0:27:25
	please return to inbox	9:28:15 AM	0:27:32
	clicks left hand navigation	9:28:23 AM	0:27:40
	#t4 Fourth Task: Organizing a message	9:28:31 AM	0:27:48
	create	9:28:50 AM	0:28:07
	I would say click on my folders	9:29:03 AM	0:28:20
	next?	9:29:09 AM	0:28:26
	create new folder	9:29:14 AM	0:28:31
	success	9:29:23 AM	0:28:40
	sees new folder	9:29:36 AM	0:28:53
	I would have named it kidney.	9:29:44 AM	0:29:01
	rate creating folder	9:29:50 AM	0:29:07
	5	9:29:51 AM	0:29:08
	change name	9:30:00 AM	0:29:17
	id click into the folder and edit folder name	9:30:09 AM	0:29:26
	success	9:30:14 AM	0:29:31
	that is what I expected.	9:30:27 AM	0:29:44
	I see the green check and the success message.	9:30:50 AM	0:30:07
	rate change name	9:30:54 AM	0:30:11
	5	9:30:55 AM	0:30:12
	remove folder	9:31:13 AM	0:30:30

	id click into the folder and edit folder name	9:31:19 AM	0:30:36
	<i>success</i>	9:31:24 AM	0:30:41
	I was successful.	9:31:31 AM	0:30:48
	/ see the green check and the success message.	9:31:36 AM	0:30:53
	what if there were messages?	9:31:54 AM	0:31:11
	they would all be deleted	9:31:59 AM	0:31:16
	rate delete	9:32:06 AM	0:31:23
	5	9:32:07 AM	0:31:24
	do you use folders?	9:32:13 AM	0:31:29
	I should lol	9:32:18 AM	0:31:35
	what od you use email	9:32:29 AM	0:31:46
	yahoo	9:32:31 AM	0:31:48
	lol are you going to go back in secure messages later today and make folders?	9:32:58 AM	0:32:15
	lol I am	9:33:00 AM	0:32:17
	#t5 Fifth Task: Patient safety	9:33:16 AM	0:32:33
	<i>clicks next screen</i>	9:33:25 AM	0:32:42
	walk me through the screen. What sticks out to you?	9:34:47 AM	0:34:04
	<i>scrolls down</i>	9:34:53 AM	0:34:10
	oh let me scroll back up	9:34:58 AM	0:34:15
	I'm in the other room. What looks important	9:35:06 AM	0:34:23
	I like that it is broken down on the left side. Pharmacy, appt, messages.	9:35:20 AM	0:34:37
	lol. I'm laughing because people actually rush on the messages, because it says 3 business days at the top	9:35:38 AM	0:34:55
	I also think this is important [referring to the blue alert]	9:35:53 AM	0:35:10
	the nearest VA facility has helped me a lot	9:36:11 AM	0:35:28
	I like the categories. And the attach.	9:36:19 AM	0:35:35
	oh and back to the messages on the left side - the messages FAQ is important, because I know that for anybody, who is using messages for the first time can be confusing	9:36:50 AM	0:36:07
	fellow expecting response?	9:36:59 AM	0:36:16
	Id tell them it can take 3 days or longer, but not to use it if it is urgent	9:37:15 AM	0:36:32
	urgent?	9:37:19 AM	0:36:36
	like if you are having symptoms that you need to call the nurse line about. And here is says 911.	9:37:39 AM	0:36:56
	what if you r fellow was having an emergency?	9:37:49 AM	0:37:06
	to go to the ER	9:37:52 AM	0:37:09
	in crisis	9:37:57 AM	0:37:13
	to call the 988 number. Or 911	9:38:04 AM	0:37:21
	crisis mean to you?	9:38:10 AM	0:37:27
	needing medical attention or mental attention pretty much asap.	9:38:24 AM	0:37:41
	do you recall blue?	9:38:32 AM	0:37:49
	I think the first screen with all the messages, where it had the 13 messages here and the 7 messages for lab results. I saw the blue, with the when to get help right away, and the information below that.	9:39:22 AM	0:38:39
	did the blue mean anything?	9:39:31 AM	0:38:48
	yes it made me saw it	9:39:40 AM	0:38:57
	what did you mean by rush?	9:39:46 AM	0:39:03
	when some people start with SM, they think they can send a message on Monday, and expect a message by eod Monday or beginning of Tues. and I'm like chill out.	9:40:20 AM	0:39:37
	is that 3 days on secure messages now?	9:40:28 AM	0:39:45
	yes it made me saw it	9:40:29 AM	0:39:46
	so do you think people see that now?	9:40:38 AM	0:39:55
	I think they might see it and ignore it or say eh whatever, or some people might miss it at all.	9:41:00 AM	0:40:17
	have you noticed any changes?	9:41:10 AM	0:40:27
	had I have not been helping you guys with this I probably wouldn't have noticed the change.	9:41:27 AM	0:40:44
	do you get notifications ever for secure messages?	9:41:34 AM	0:40:51
	I get an email	9:41:37 AM	0:40:54
	so it emails you with whatever email you registered with?	9:41:51 AM	0:41:08

	yes	9:41:55 AM	0:41:12
	and then you can just click on it and it takes you to the message?	9:42:17 AM	0:41:33
	yes	9:42:17 AM	0:41:34
	any thing else?	9:42:22 AM	0:41:39
	it seems more streamlined. Like with lab results, you have to go up to the top of the page, and find it and click a button, and then if you want to go to pharmacy, then you have to click the back button. I like the lefthand navigation. Where everything is together	9:43:13 AM	0:42:30
	I also like that it tells you how many messages there are and what is read and unread.	9:43:38 AM	0:42:55
	I also think the draft needs a save button.	9:43:47 AM	0:43:04

	Transcript	Clock Time	Time Stam
Tags/Key:			
here when	start	10:29:37 AM	0:00:00
	<i>Participant uses MHV all the time for pharmacy, but not SM.</i>	10:30:04 AM	0:00:27
Bold: What the moderator says	shares link.	10:37:12 AM	0:07:35
Regular type: What the participant says	#t1 First Task: Message threads	10:38:25 AM	0:08:48
<i>Italic: Participant actions (e.g., scrolls...)</i>	point out what sticks out	10:38:33 AM	0:08:56
	<i>scrolls down to bottom</i>	10:38:39 AM	0:09:02
	inbox. This is just the email part. These are all my previous emails down here. They are in order. New to old. Sorted by person, so I have 7 messages from dunwoody, as opposed as sorting them by date. Like I have 13 down here. Some emails come from my PC and some from my nurse. It is still newest to oldest, but it is grouped by person. I'm not a fan of that because i might have multiple people in the same convo.	10:40:06 AM	0:10:29
	compose new message is kind of small. You have to search for it.	10:40:17 AM	0:10:41
	it's a normal email box	10:40:22 AM	0:10:45
	third message down. What would you expect?	10:40:31 AM	0:10:54
	uhh.... It says draft, so an unfinished email from me to narin ratana.	10:40:46 AM	0:11:09
	you said you don't want messages grouped by person?	10:40:56 AM	0:11:19
#q1 = Question 1, etc.	in my experience, whenyou email a doctor, the doctor issnt the one that reads it, it's the nurse. Depending on what the question is, the nurse will respond to you as her, not the doctor. Like "I spoke to the doctor:	10:41:42 AM	0:12:05
#t1 = Task 1, etc.	so you would like a convo back and forth between whoever?	10:41:53 AM	0:12:16
technical difficulties	I would just like to see every email. Most people don't use this a lot. Broken out by email and response.	10:42:12 AM	0:12:36
	what tells you it is grouped?	10:42:20 AM	0:12:44
Emotions:	13 messages	10:42:25 AM	0:12:48
Confident	describe that.	10:42:30 AM	0:12:53
Confused	it sounds like you have 13 messages between you and ratana, and I started the last one and havent sent it yet.	10:42:52 AM	0:13:15
Angry/Frustrated	open 9/1	10:42:55 AM	0:13:19
	your lab results. Um.	10:43:03 AM	0:13:26
Task Success/Fail:	<i>reads body of first message.</i>	10:43:09 AM	0:13:32
Success	<i>tries to click on attachment.</i>	10:43:23 AM	0:13:46
Fail	you expect this?	10:43:27 AM	0:13:50

I don't know. I don't have an expectation. Well I guess, but the subject line, I'd expect a more personalized note explaining the details of the lab and follow up.	10:43:59 AM	0:14:23
what about the structure of the meeting?	10:44:06 AM	0:14:29
I've never seen that before. The related messages at the bottom. I'm not saying it's wrong, just that I've never seen it before. OH wait it's like Outlook, you see everything that was said before, but here it is just broken down into separate emails.	10:44:53 AM	0:15:16
unread?	10:44:57 AM	0:15:20
these two. There is a button [blue dot] here and it's in bold.	10:45:11 AM	0:15:34
please close. How many unread?	10:45:18 AM	0:15:41
only one. The bold and the bullet.	10:45:27 AM	0:15:50
messages in this convo mean to you?	10:45:44 AM	0:16:08
it wasn't that intuitive at first until I saw that it was the same subject. It didn't list the subject in all of these [referring to the thread]	10:46:17 AM	0:16:40
better word?	10:46:20 AM	0:16:43
I think in Outlook, they use subject. Or maybe conversation? But mostly I think subject.	10:46:39 AM	0:17:02
#t2 Second Task: Replying to a message	10:46:44 AM	0:17:07
<i>clicks bottom reply button</i>	10:46:52 AM	0:17:16
attach?	10:47:00 AM	0:17:23
<i>clicks attach button</i>	10:47:06 AM	0:17:30
<i>successful</i>	10:47:09 AM	0:17:33
yes it worked.	10:47:14 AM	0:17:37
remove?	10:47:32 AM	0:17:55
<i>clicks remove.</i>	10:47:37 AM	0:18:00
there are also instructions here that don't work. How to attach a file	10:47:48 AM	0:18:11
rate reply	10:47:53 AM	0:18:16
5 very easy	10:47:59 AM	0:18:23
rate add/remove	10:48:06 AM	0:18:29
5	10:48:08 AM	0:18:31
anything you would change?	10:48:15 AM	0:18:38
no. my thought process is critical in some places. If I already made it onto my computer, logged in to MHV, and made it to the inbox, and I have a basic ability with computers, then I could know enough to do this. So it looks good.	10:49:04 AM	0:19:28
get rid of message?	10:49:12 AM	0:19:35
<i>discard</i>	10:49:18 AM	0:19:41
what would you expect?	10:49:22 AM	0:19:45
go back to the standard inbox. That's just how emails work. Go back to the main screen of the inbox.	10:49:39 AM	0:20:02
what if you wanted to save?	10:49:50 AM	0:20:13
look. For save draft.	10:49:58 AM	0:20:21
where?	10:50:01 AM	0:20:24
it looks like it's being auto saved. So it is in the inbox with that little message that said draft.	10:50:20 AM	0:20:43
were you looking for a real button?	10:50:27 AM	0:20:51
yes a real button. Right next to discard draft. I would have looked for the button there, but then I saw the auto save alert.	10:50:51 AM	0:21:14
are you confident it was saved?	10:50:57 AM	0:21:21

I'm not thaaaat confident lol. In college, I learned quickly save early and save often.	10:51:20 AM	0:21:44
whwat would you want to add to the auto save message?	10:51:31 AM	0:21:55
there is nothing obvious. A time stamp would give me a lot more confidence.	10:51:47 AM	0:22:10
#t3 Third Task: Finding a message	10:51:57 AM	0:22:20
<i>immediately clicks the search box before mod finishes question.</i>	10:52:35 AM	0:22:58
I would have typed either smith or results.	10:52:54 AM	0:23:18
do these results match what you would expect?	10:53:04 AM	0:23:27
yes	10:53:06 AM	0:23:29
did you find it?	10:53:11 AM	0:23:34
yes.	10:53:12 AM	0:23:36
where? What folder?	10:53:18 AM	0:23:41
ummmmm	10:53:21 AM	0:23:44
I don't know. I don't have an expectation. Well I guess, but the subject line, Id expect a more personalized note explaining the details of the lab and follow up.	10:53:23 AM	0:23:46
it doesn't say. I didn't know I had folders. It doesn't tell me.	10:53:33 AM	0:23:56
when you were searching did you notice it was searching everywhere?	10:53:45 AM	0:24:09
no it didn't say	10:53:48 AM	0:24:12
<i>clicks on advanced search</i>	10:53:57 AM	0:24:20
I was trying to get your answer for you lol	10:54:06 AM	0:24:29
lets walk through adv search.	10:54:13 AM	0:24:36
which folder would you chools to find beth smith?	10:54:25 AM	0:24:49
you said it was from her, so inbox.	10:54:31 AM	0:24:54
wheredo you expect the system to search?	10:54:45 AM	0:25:08
jst in the basic inbox. It would be nice to have the option to search all. Outlook has the opt to searhc all emails	10:55:06 AM	0:25:29
do you use that often?	10:55:10 AM	0:25:33
oh yeah. All day every day.	10:55:16 AM	0:25:39
message ID?	10:55:20 AM	0:25:43
computer generated code. For traccking purposes. Something id never user.	10:55:35 AM	0:25:58
from - who it is from	10:55:46 AM	0:26:09
category - id do test, because I'm searcching for lab result test.	10:56:06 AM	0:26:29
Date raange: last 3 months.	10:56:17 AM	0:26:40
anythin you might like to add to adv form?	10:56:27 AM	0:26:50
keyword. Its the same as you had on te last screen. I cant search from test now. maybe I didn't put it in the subject line, and maybe it iwas in a conversation from when I was trying to make an appt about lab results.	10:57:16 AM	0:27:39
now what folder did you search in?	10:57:26 AM	0:27:49
uhhhhhhhh inbox?	10:57:34 AM	0:27:58
yellow highlights. What does that tell you about where?	10:57:52 AM	0:28:15
its only searcching subject line, not the conversation.	10:58:07 AM	0:28:30
what do you want?	10:58:10 AM	0:28:33
the conversation. The body of the message.	10:58:17 AM	0:28:40
maybe just subject and body. If I search Smith, it should search all of it.	10:58:36 AM	0:28:59

	Rating find a message	10:58:44 AM	0:29:08
	neutral. 3	10:58:49 AM	0:29:12
	why?	10:59:00 AM	0:29:23
	words have meaning here. The experience. The ability to search is fine. But as far as the experience, if I had searched for Smith, it looks like it would not have showed up because it is only searching for the subject line. I wouldn't have gotten the final result I was looking for. I would have had to search multiple times.	11:00:03 AM	0:30:26
	search parts valuable?	11:00:10 AM	0:30:33
	the ability to search multiple emails automatically and that they come back presorted newest to oldest.	11:00:28 AM	0:30:52
	please return to inbox	11:00:34 AM	0:30:57
	forgot to check how he clicked inbox....] -> Left NAV	11:00:52 AM	0:31:15
	#t4 Fourth Task: Organizing a message	11:01:02 AM	0:31:25
	I would... go to my folders	11:01:10 AM	0:31:34
	and create a new folder	11:01:16 AM	0:31:39
	<i>successful</i>	11:01:22 AM	0:31:45
	I probably would call it kidneys.	11:01:39 AM	0:32:02
	yes I was successful.	11:01:45 AM	0:32:08
	rate create folder	11:01:50 AM	0:32:13
	6	11:01:52 AM	0:32:15
	change folder name	11:01:59 AM	0:32:22
	ummmmm	11:02:01 AM	0:32:24
	2 opts: either right click and try to rename, or click into it.	11:02:17 AM	0:32:41
	usually in these kind of softwares I wouldn't expect right click to work.	11:02:33 AM	0:32:56
	<i>successful</i>	11:02:36 AM	0:32:59
	green checkmark. Folder successfully renamed	11:02:47 AM	0:33:11
	rate edit name	11:02:53 AM	0:33:16
	very easy. 5	11:03:21 AM	0:33:44
	delete folder	11:03:27 AM	0:33:50
	same thing.	11:03:42 AM	0:34:05
	<i>successful</i>	11:03:44 AM	0:34:07
	green checkmark. Folder successfully renamed	11:03:46 AM	0:34:10
	what if there were messages?	11:03:53 AM	0:34:16
	the entire folder would have gone to my trash can	11:04:02 AM	0:34:25
	why?	11:04:04 AM	0:34:27
	I'm just hoping lol.	11:04:08 AM	0:34:31
	you have the opportunity to restore them if you made a mistake	11:04:21 AM	0:34:44
	rate delete folder	11:04:26 AM	0:34:49
	very easy. 5	11:04:29 AM	0:34:52
	I would even consider, telling the veteran "folder successfully removed, messages moved to trash and can be changed for the next 30 days"	11:05:01 AM	0:35:24
	do you use folders anywhere?	11:05:07 AM	0:35:30
	oh yes.	11:05:09 AM	0:35:33
	folders in sm useful?	11:05:19 AM	0:35:42
	I mean..... For some people it might be. I don't know. The only thing I do is set up appts. And once I have that set up, I don't need the email trail. And if I ask for a new prescription, I have it under prescription, so I would never use folders for this. for me personally.	11:06:08 AM	0:36:31

	next screen.	11:06:18 AM	0:36:41
	#t5 Fifth Task: Patient safety	11:06:28 AM	0:36:52
	what is important.	11:06:28 AM	0:36:52
	continue	11:07:14 AM	0:37:37
	um. The fact that it is just blue and gret and black, those are you regular run of the mill text things. Then you have red required. So my eyes are really drawn to the red.	11:08:02 AM	0:38:25
	the greyed out box here [left navigation] lets me know I'm in messages.	11:08:17 AM	0:38:41
	[notices that breadcrumbs are not the same as the left navigation]	11:08:40 AM	0:39:03
	I'm going to compose a message. Going to pick my who, the doctor I want. Click the category. All the normal. Subject. Attach a file if I want. Then I can send it.	11:09:34 AM	0:39:57
	what about an urgent button?	11:09:45 AM	0:40:08
	like in outlook you can use the exclamation point. Like up here it says you can get help right away, and your message isnt a 911.	11:10:21 AM	0:40:44
	and lol it says here call your doctor good luck with that buddy!	11:10:42 AM	0:41:05
	so urgent button?	11:10:47 AM	0:41:10
	like if you droped your prescription in the toilet, and you were going on vacation in 2 days.	11:11:03 AM	0:41:26
	what prompted you to say urgent?	11:11:11 AM	0:41:34
	hahaha it's the VA!	11:11:18 AM	0:41:41
	most of the time, most people will tell you, you're not going to get anything back in a hurry. I'm in boston, so its fine, but if you're in DC, good luck with that.	11:11:48 AM	0:42:12
	I don't know how many emails they get on a daily basis.	11:11:56 AM	0:42:19
	what would your expectation be for a regular message.	11:12:07 AM	0:42:30
	couple days. And they do, they do really good.	11:12:15 AM	0:42:39
	fellow veteran - what to expect	11:12:29 AM	0:42:52
	I mean... I would tell them to use it because that's really the only way to get in the door. The VA doesn't let you. Faster than the telephones. And they have multiple people checking the email.	11:13:13 AM	0:43:36
	what would you tell fellow if he sent a message today when would he get a response?	11:13:34 AM	0:43:57
	within 24 hours.	11:13:41 AM	0:44:04
	fellow - emergency?	11:13:49 AM	0:44:12
	call 9111	11:13:51 AM	0:44:14
	blue box. Remember this?	11:13:57 AM	0:44:21
	not really.	11:14:01 AM	0:44:24
	what does crisis mean to you?	11:14:08 AM	0:44:31
	suicide. Only suicide. Mental health crisis. I mean to talk to someone as opposed to putting a bandage on.	11:14:28 AM	0:44:51
	you mentioned the colors. Di dthe blue stick out to you in any way?	11:14:46 AM	0:45:10
	<i>pause.</i>	11:14:54 AM	0:45:18
	not really. The text is lowercase text. Same size as everything else. Its not a light red text.	11:15:18 AM	0:45:41
	red required caught my eye.	11:15:26 AM	0:45:49

	light blue is like clouds in the background.	11:15:34 AM	0:45:57
	maybe it it were pink, it would highlight "don't just send me an email. If it's after 5, I'm not gonna get it.	11:15:58 AM	0:46:21
	seen this before?	11:16:04 AM	0:46:27
	oh all the time.	11:16:08 AM	0:46:31
	can you think of a website?	11:16:14 AM	0:46:38
	nnnnnnno.....	11:16:18 AM	0:46:41
	phone?	11:16:21 AM	0:46:44
	oh on the phone all the time.	11:16:27 AM	0:46:50
	stop share.	11:16:34 AM	0:46:57
	anything else?	11:17:34 AM	0:47:58
	in the To dropdown, it should auto populate all the doctors in your group.	11:17:54 AM	0:48:17
	do you think it would be difficult choosing?	11:18:05 AM	0:48:28
this is not the first person to say that there should be a priority/urgen button.	no, because it has the last name, it goes by last name usually and says like Primary doctor. But sometimes it is confusing because they use these really long codes and names and its hard to figure out which one. If you could make it easier to figure out those names that would be awesome.	11:19:14 AM	0:49:37
	^Participant mentioned this affected making appts too	11:19:33 AM	0:49:57

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	start	1:00:14 PM	0:00:00
	shares link	1:05:44 PM	0:05:31
Bold: What the moderator says	<i>shares screen</i>	1:06:46 PM	0:06:33
Regular type: What the participant says	<i>immediately starts scrolling</i>	1:06:54 PM	0:06:40
<i>Italic: Participant actions (e.g., scrolls...)</i>	moderator explains Jesse.	1:07:05 PM	0:06:51
	look at the screen.	1:07:27 PM	0:07:13
	looks just like it traditionally looks right now.	1:07:39 PM	0:07:25
	anything stick out?	1:07:48 PM	0:07:34
	looks the same to me. I've gotten lab results back and asked questions, so it looks familiar to me.	1:08:07 PM	0:07:53
	#t1 First Task: Message threads	1:08:19 PM	0:08:05
	expect to see when click on narin ratana?	1:08:30 PM	0:08:16
	I would expect to see the draft for my previous response to them. I would assume if I clicked it, it would open up the 13 messages we have going or the most recent draft I started.	1:09:04 PM	0:08:51
#q1 = Question 1, etc.	13?	1:09:07 PM	0:08:53
#t1 = Task 1, etc.	looks like there is a little bit of back and forth about the dosage.	1:09:18 PM	0:09:04
technical difficulties	name for back and forth?	1:09:23 PM	0:09:10
	I don't know.	1:09:28 PM	0:09:15
Emotions:	just back and forth for right now	1:09:37 PM	0:09:24
Confident	open ann dunwoody.	1:09:42 PM	0:09:28
Confused	does this look familiar?	1:09:47 PM	0:09:34
Angry/Frustrated	yes	1:09:48 PM	0:09:34
	is this what you were anticipating?	1:09:58 PM	0:09:44
Task Success/Fail:	yes the conversations. Convo is a much better word for that. I would say it's a conversation.	1:10:16 PM	0:10:02
Success	how many unread?	1:10:20 PM	0:10:07
Fail	2	1:10:23 PM	0:10:09
	why?	1:10:26 PM	0:10:12
	the little blue dot.	1:10:31 PM	0:10:17
	<i>zooms WAY in.</i>	1:10:37 PM	0:10:23
	if you clicked. Expect?	1:10:44 PM	0:10:31
	looks like it's a response from my doctor and attachments.	1:10:55 PM	0:10:42
	<i>clicks on the message body to close message</i>	1:11:08 PM	0:10:54
	anything new?	1:11:13 PM	0:10:59
	no blue dot. It's been read.	1:11:19 PM	0:11:05
	#t2 Second Task: Replying to a message	1:11:30 PM	0:11:16
	id click that reply button at the top right.	1:11:38 PM	0:11:24
	document?	1:11:42 PM	0:11:28
	<i>clicks attach file button.</i>	1:11:49 PM	0:11:35
	successful. It tells me there is an attachment.	1:12:02 PM	0:11:48
	remove?	1:12:07 PM	0:11:54
	click the remove button.	1:12:12 PM	0:11:58
	rate reply	1:12:27 PM	0:12:13
	5	1:12:28 PM	0:12:14
	rate add/remove docs	1:12:33 PM	0:12:19
	5 very easy.	1:12:38 PM	0:12:24
	any details?	1:12:45 PM	0:12:31
	its pretty straightforward. It works. I don't have any complaints about it. I like it.	1:13:00 PM	0:12:46
	if you wanted to get rid of it.	1:13:20 PM	0:13:06
	discard button. I assume it would back out of this page, or go to the previous page, or just close this message box.	1:13:45 PM	0:13:31
	I do a lot in google. Similar to other experiences.	1:13:54 PM	0:13:41
	what if you wanted to save it?	1:14:01 PM	0:13:47
	I see it was auto saved. That's a pretty nice feature.	1:14:15 PM	0:14:01
	<i>scrolls.</i>	1:14:17 PM	0:14:04
	but yeah I don't see a save message button, but I guess I could just close it.	1:14:30 PM	0:14:16
	do you trust the autosave?	1:14:36 PM	0:14:23
	yeah	1:14:38 PM	0:14:24
	where would you want to see a save button?	1:14:51 PM	0:14:38
	here to the right of the discard draft button.	1:15:03 PM	0:14:49
	#t3 Third Task: Finding a message	1:15:13 PM	0:14:59

	find messagr from beth smith.	1:15:38 PM	0:15:24
	<i>doesn't scroll</i>	1:15:43 PM	0:15:29
	<i>clicks on search bar.</i>	1:15:48 PM	0:15:34
	is that what you would have typed?	1:15:56 PM	0:15:42
	yeah.	1:15:58 PM	0:15:44
	its nice seeing the test and results highlighted.	1:16:11 PM	0:15:57
	where search?	1:16:14 PM	0:16:00
	the subject lines.	1:16:18 PM	0:16:05
	anywere else to look?	1:16:25 PM	0:16:11
	it would be nice if it also searched the body of the message, but maybe that's only if you click adv search.	1:16:43 PM	0:16:29
	do you use in real life?	1:16:48 PM	0:16:35
	oh yeah.	1:16:54 PM	0:16:40
	I use gmail and outlook. I use gmail in the browser and outlook in the browser	1:17:10 PM	0:16:57
	does this look like the adv search you're used to?	1:17:22 PM	0:17:08
	yeah pretty straightforward. I can click folders, search for a spec message id or specific person.	1:17:41 PM	0:17:27
	what would you choose for category	1:17:50 PM	0:17:36
	appt or prescription for me.	1:17:54 PM	0:17:40
	date? Last week of august.	1:18:03 PM	0:17:49
	<i>chooses last 12 monts.</i>	1:18:09 PM	0:17:55
	you mentioned the body. What folder was it found it?	1:18:24 PM	0:18:10
	<i>scrolls down.</i>	1:18:31 PM	0:18:17
	I assume it would just be in the inbox, but I didn't catch where it was. That's where I always search first. I'm pretty scrupulous about my inbox. I try to save everything.	1:19:04 PM	0:18:50
	rate finding a message.	1:19:24 PM	0:19:10
	5 very easy.	1:19:28 PM	0:19:14
	which parts valuable?	1:19:38 PM	0:19:24
	I love the highlight results. Its good to be able to search through the different folders.	1:19:53 PM	0:19:40
	you said highlights. What benefit?	1:20:03 PM	0:19:49
	easier to see. Gmail does something similar. It highlights the term you're looking for.	1:20:19 PM	0:20:05
	I also see it lets you sort the messages - that's a good feature.	1:20:34 PM	0:20:20
	do you sort in SM now?	1:20:45 PM	0:20:32
	idts. I only look at most recent.	1:20:56 PM	0:20:42
	#t4 Fourth Task: Organizing a message	1:21:04 PM	0:20:50
	create new folder	1:21:18 PM	0:21:04
	my folders over here.	1:21:26 PM	0:21:12
	<i>successful.</i>	1:21:30 PM	0:21:16
	that was very easy.	1:21:42 PM	0:21:28
	rate create folder	1:21:46 PM	0:21:32
	5 very easy.	1:21:48 PM	0:21:35
	change folder name	1:22:00 PM	0:21:47
	hopefully just click into the folder	1:22:07 PM	0:21:54
	<i>successful</i>	1:22:21 PM	0:22:07
	I see the success note.	1:22:36 PM	0:22:23
	very easy.	1:22:40 PM	0:22:26
	remove?	1:22:43 PM	0:22:29
	<i>successful</i>	1:22:47 PM	0:22:33
	what if there would have been messages?	1:22:56 PM	0:22:42
	I would assume that maybe it was just sorting..... I would like for it to delete all the messages that were associated with that folder, personally.	1:23:22 PM	0:23:09
	what do you do for a living?	1:23:36 PM	0:23:22
	cloud deployment engineer for the forrest service. Upgrading them to the cloud.	1:23:54 PM	0:23:40
	It's the future for sure.	1:24:17 PM	0:24:03
	do you use folders right now?	1:24:27 PM	0:24:13
	I use folders in gmail, but not my health messaging.	1:24:39 PM	0:24:25
	do you think it might be useful?	1:24:45 PM	0:24:31
	I definitely like having the option. Especially if I was having a lot of correspondence with my provider, especially if I had a lit of different health issues, like I have carpal tunnel.	1:25:18 PM	0:25:04
	next screen	1:25:25 PM	0:25:11

	#t5 Fifth Task: Patient safety	1:25:35 PM	0:25:21
	<i>continue vutton</i>	1:26:16 PM	0:26:03
	I'm seeing the opt top compose a message	1:26:24 PM	0:26:10
	<i>scrolls bast blue box</i>	1:26:28 PM	0:26:15
	<i>reads through the message fields.</i>	1:26:42 PM	0:26:29
	<i>very easy to use. Very standard yeah.</i>	1:26:56 PM	0:26:42
	<i>page hovers at new message, with only the bottom of the blue showing.</i>	1:27:17 PM	0:27:03
	fellow - when to receive?	1:27:23 PM	0:27:09
	ive had pretty good success. Id tell them 2-3 business days.	1:27:36 PM	0:27:22
	fellow - emergency?	1:27:42 PM	0:27:29
	id prob tell them to call the emergency line of the closest provider or go to the ER or something urgent care.	1:28:05 PM	0:27:51
	what if someone is in crisis?	1:28:19 PM	0:28:05
	um well, id prob try to talk to them about it and talk them through it. But if they were trying to get VA assistance with their crisis, Id tell tem to contact their primarer=y care provider. Or if it was more urgent id tell them to call or walk in	1:29:30 PM	0:29:16
	what does crisis mean to you ?	1:29:40 PM	0:29:26
	[look at recording]	1:29:47 PM	0:29:34
	have you seen any written messages telling you to go to the eR?	1:30:23 PM	0:30:09
	not really, I know that when I call the VA, I usually hear that eventually.	1:30:43 PM	0:30:29
	any feedback?	1:30:49 PM	0:30:36
	I always recommend the VA to my fellow vets, and tell them about the benefits. You can message them 24 hours a day even though they may not respond. I never have any issues with logging in, or with the site.	1:31:45 PM	0:31:31
	where are you located?	1:31:52 PM	0:31:38
	Fort Worth.	1:32:00 PM	0:31:46
	no complaints from them.	1:32:07 PM	0:31:54
	anything else?	1:32:10 PM	0:31:57
text is right size even though he didn't zoom in full size	I think its very user friendly. I think the text is the right size. Ive never had any of my veteran friends ask me how to do somehting or ask for help so I assume they figured it out on their own.	1:32:46 PM	0:32:32

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	Start	6:57:48 AM	0:00:00
	Do you use MHV now?	6:58:53 AM	0:01:05
Bold: What the moderator says	I use it about once a week.	6:59:03 AM	0:01:14
Regular type: What the participant says	Do you use SM at the same frequency?	6:59:15 AM	0:01:27
<i>Italic: Participant actions (e.g., scrolls...)</i>	Yes I mainly use it to talk to doctors and reorder prescriptions	6:59:31 AM	0:01:43
	Do you like it>	6:59:31 AM	0:01:43
	It's okay. The list I can contact is good...I have a list of maybe 5 or 6 different clinics. There's a bunch of clinics that I don't know why they're there. Whenever I ask a Doctor to join MHV they don't know how. Confused about adding	7:00:58 AM	0:03:10
	IF a doc sends me something I can reply but I can't be the first person to contact them.	7:02:32 AM	0:04:44
	The dallas VA has no idea how to do it. I wen tin person maby e 2 montsh ago, I was In the MHV coordinator office and they said the docs have to do it but the doctors don't know how to do it. Nobody knows how to do it.	7:03:34 AM	0:05:46
	Maybe you have your favorites showing yup first or if you try to contact a clinic you've been to before you click and have a list of providers you can pick from. Similar to outlook.	7:06:30 AM	0:08:41
	what model phoen	7:07:07 AM	0:09:19
	iphone	7:07:07 AM	0:09:19
#q1 = Question 1, etc.	first time using zoom on phone	7:09:22 AM	0:11:33
	<i>Having trouble sharing screen - first time sharing screen on iphone</i>	7:10:44 AM	0:12:55
#t1 = Task 1, etc.		7:13:32 AM	0:15:44
technical difficulties	#t1 what sticks out to you?	7:13:49 AM	0:16:00
	Is it the same thing right now?	7:13:59 AM	0:16:11
Emotions:	It might look a little familiar to you	7:14:10 AM	0:16:22
Confident	I think the conversations and stuff there are more windows and stuff.	7:14:31 AM	0:16:43
Confused	I'm assuming the one with the big dot are the new messages.	7:14:31 AM	0:16:43
Angry/Frustrated	what tells you that	7:15:18 AM	0:17:30
	nothing, but I'm assuming they are the new messages and not read. It doesn't say anything though. Any maybe at the top in bracket it say s the one in bold are unread messages because that is what I am guessing	7:15:51 AM	0:18:02
Task Success/Fail:	The message at the top by Narin Ratana. IF you were able to open it, what would you expect on the next screen	7:16:12 AM	0:18:24
Success	a message from narin ratana about a medication. There would be a histroy of 13 messages	7:16:18 AM	0:18:30
Fail	would all 13 messages be from narin?	7:16:23 AM	0:18:35
	Yes.	7:16:34 AM	0:18:46
	If you were looking for messages, is this where you would look?	7:17:17 AM	0:19:29
	Yes. One thing, In parenthesis the name should be in english not in some coding.	7:17:28 AM	0:19:40
	#t2 open message from Ann Dunwoody	7:17:34 AM	0:19:45
	What are we looking at?	7:17:39 AM	0:19:51
	My lab results	7:17:44 AM	0:19:56
	Is this what you expected	7:18:13 AM	0:20:24
	Yes because it said lab results. There are things like print, move trash. Move? Move where? Send to another provider?	7:18:18 AM	0:20:30
	Do yo uhave these buttons in SM rn?	7:18:24 AM	0:20:36
	I don't think so, I don't know	7:18:40 AM	0:20:52
	If you could scroll down you'll see there are more messages.	7:18:46 AM	0:20:57
	Yeah, history.	7:18:57 AM	0:21:08
	In this group of messages how many are unread?	7:19:08 AM	0:21:19
	The two first. Because of the big dot in front of them	7:19:19 AM	0:21:30
	That first dot, if you opened it what would you expect to see?	7:19:19 AM	0:21:30
	A message from Dunwoody.		

	What if you were to close this? Where would you land?	7:19:35 AM	0:21:47
	Back to the previous page. How do you close it?	7:19:57 AM	0:22:08
	Take a look at the page, are there any hints helping you close it?		
	No.	7:20:23 AM	0:22:35
	<i>After scrolling, closes screen with help from Mod</i>	7:20:23 AM	0:22:35
	Do you notice anything different now you've opened the message?	7:20:34 AM	0:22:46
	The dot is gone	7:20:50 AM	0:23:02
	did you expect this?	7:20:56 AM	0:23:08
	Yes.	7:21:01 AM	0:23:13
	Please scroll to the top of the page. And open the message from Dunwoody.	7:21:01 AM	0:23:13
	#3 Reply to Dunwoody	7:21:23 AM	0:23:35
	<i>Opens message</i>	7:21:34 AM	0:23:46
	How would you attach file	7:21:39 AM	0:23:51
	I'd click on this button	7:21:50 AM	0:24:02
	<i>Clicks attach file</i>	7:21:50 AM	0:24:02
	Where you successful?	7:21:55 AM	0:24:07
	I guess? I know there are limits to the file size on MHV. And there's a limit to the file types as well.	7:22:01 AM	0:24:13
	A lot of times I have to spend time on the computer shredding and compressing it to send to MHV.	7:22:28 AM	0:24:40
	Right now you can only attach 5 things and you'll have to send multiple messages because the file is too big and unable to load.	7:22:50 AM	0:25:02
	If you wanted to remove the attachment what would you do	7:23:27 AM	0:25:39
	I'd click remove in the middle there	7:23:32 AM	0:25:44
	How would completely get rid of the draft?	7:23:48 AM	0:25:59
	Side note, when the docs call you they call through a dispatch so there's no way to call them back. Sometimes you wait for 2 hours and have to leave a message because they don't let you call the doctor directly.	7:23:58 AM	0:26:10
	You always have to go through the front desk. You can message them but calling them? Impossible. You have a recording and you spend hours listening to the recording.	7:24:48 AM	0:26:59
	<i>Scrolls through message</i>	7:25:36 AM	0:27:48
	If I discard draft it will take me to the previous screen	7:25:58 AM	0:28:10
	Lets say you wrote a long, detailed message and you needed to leave.	7:26:13 AM	0:28:25
	Right now there's nothing but I wish there was another box for 'save for later'. Maybe have two rectangles here, one for discard draft and one for save for later.	7:26:29 AM	0:28:41
	IS there any way you can be confident you won't lose your draft?	7:27:00 AM	0:29:12
	No you will lose everything	7:27:22 AM	0:29:34
	Please rate the difficulty of replying to a message	7:27:28 AM	0:29:39
	I would say a 4.	7:27:38 AM	0:29:50
	What would make it a 5?	7:27:38 AM	0:29:50
	Maybe if I used it on my computer. It's really small on my phone. It's not bad or in a different color.	7:27:44 AM	0:29:56
	Rate the difficulty of adding and removing docs	7:28:23 AM	0:30:35
	I'd say 4.	7:28:29 AM	0:30:40
	Same reason as the other?	7:28:34 AM	0:30:46
	Yes and the file attachment size. I think it's 5 of really small size. We should be able to upload bigger files depending on what we're talking about. Let's say I was sending pics of an infection in my leg, I'd have to start a new message for every attachment so something different would be better for attachments.	7:28:45 AM	0:30:57
	Next, I am going to ask you to find a message	7:29:51 AM	0:32:03
	#4 finding message from Beth Smith	7:30:07 AM	0:32:19
	<i>Immediately starts scrolling</i>	7:30:18 AM	0:32:30
	We're looking from doc beth smith from the last week of august	7:30:29 AM	0:32:41
	There's no beth smith here	7:30:45 AM	0:32:57
		7:30:51 AM	0:33:03

	Okay, what would you do next?	7:30:56 AM	0:33:08
	I'd click on John Lydon cause he's also from August.	7:31:12 AM	0:33:24
	Right but that's the wrong doctor. What would you do?	7:31:29 AM	0:33:40
	I would click on the search and type smith	7:31:45 AM	0:33:56
	<i>Opens search, test results auto entered</i>	7:31:56 AM	0:34:07
	Notice the yellow test results. What does that mean?	7:32:07 AM	0:34:18
	Because it was entered in the search results	7:32:12 AM	0:34:24
	What does that tell you about the search box?	7:32:23 AM	0:34:35
	It was showing what was searched in the title	7:32:39 AM	0:34:51
	Where in the message besides the subject line would you expect it to search	7:32:50 AM	0:35:02
	right now on the main page there's a drop down menu for test results I think, but I never use it.	7:33:12 AM	0:35:24
	We can assume the system looked at subject lines. What part of the message did the system look?	7:33:34 AM	0:35:46
	In the body. I don't see it here.	7:33:51 AM	0:36:03
	Using our scale, please rate the experience looking for a message	7:34:07 AM	0:36:19
	4	7:34:07 AM	0:36:19
	Why?	7:34:07 AM	0:36:19
	In the box here, type test results hit the search square and that's it.	7:34:35 AM	0:36:46
	<i>scrolling back and forth</i>	7:34:40 AM	0:36:52
	What part did you find valuable	7:34:46 AM	0:36:57
	The top one, where you can search.	7:34:51 AM	0:37:03
	Do you use the search feature now?	7:35:02 AM	0:37:13
	no, one of the reason too is the messages stay for 90 days and then get deleted. If it's new I can find it easily but I don't need to search. Sometimes you send a message that says try a med for 90 days well then I can't reply to their first message because it was 90 days ago and I can't initiate a message. There's no archive or way to replay to anything after 90 days.	7:36:27 AM	0:38:39
	For task 4, return the inbox	7:36:38 AM	0:38:50
	Top right, inbox.	7:36:54 AM	0:39:06
	#5 creating a folder	7:37:05 AM	0:39:17
	How would you create a folder?	7:37:27 AM	0:39:39
	I have no idea. I see nothing about creating a folder.	7:37:38 AM	0:39:49
	Up at the top of screen you'll see something for messages	7:37:53 AM	0:40:05
	Hmm...oh maybe I click my folders.	7:38:04 AM	0:40:16
	Were you successful?	7:38:09 AM	0:40:21
	Yes, I guess.	7:38:14 AM	0:40:26
	Let's say you were changing the name of the folder?	7:38:25 AM	0:40:37
	I guess I'd click on it, edit folder	7:38:36 AM	0:40:48
	<i>Participant is successful</i>	7:38:42 AM	0:40:53
	What would you rate the difficulty of creating a folder	7:39:03 AM	0:41:15
	Very easy to create a folder but if you don't know about the three bar you'll get stuck on the previous screen. All the inbox, compose stuff should show up on the top. You told me to click on this but I had no idea. I don't know. It's not really...On my own I wouldn't know to click on those three bars. Just like in the messages section.	7:40:25 AM	0:42:37
	Okay, what would you rate it?	7:40:31 AM	0:42:43
	I would say from that first page, if it'd show up it'd be very easy. But because I didn't know how to get there id' say 3.	7:40:58 AM	0:43:10
	what about the difficulty from changing the name of a folder	7:41:09 AM	0:43:21
	Very easy. 5.	7:41:14 AM	0:43:26
	Please take us back to the my folders screen. How would you delete that kidney folder?	7:41:41 AM	0:43:53
	I would click on kidney and remove folder.	7:41:47 AM	0:43:58
	Were you successful?	7:41:52 AM	0:44:04
	Yes. The green thing says.	7:42:03 AM	0:44:15
	IF there were messages in the folder what would happen to the messages in the folder	7:42:25 AM	0:44:36
	Maybe they'd tell me theres messages in there and if I want to proceed yes or no.	7:42:46 AM	0:44:58

	Where would those messages end up?	7:42:52 AM	0:45:04
	IF you remove the folder they'd be permanently deleted	7:43:02 AM	0:45:14
	what tells you that	7:43:08 AM	0:45:20
	Nothing	7:43:13 AM	0:45:25
	Please rate the difficulty of deleting a folder	7:43:24 AM	0:45:35
	5	7:43:24 AM	0:45:35
	Do you use folders in SM?	7:43:29 AM	0:45:41
	No	7:43:29 AM	0:45:41
	Do you use folders in any other systems?	7:43:46 AM	0:45:57
	In outlook yes.	7:43:51 AM	0:46:03
	Do you think having the ability to use folders would be useful to you?	7:44:07 AM	0:46:19
	Yea, if you have 1 or 2 providers you can keep all your messages together. Also if you put something in a folder it'll stay until you delete it, unlike with messages after 90 days they get deleted.	7:44:56 AM	0:47:08
	Please scroll to the very bottom of your screen. Please hit next screen. Mod describes next tasks	7:45:35 AM	0:47:46
	#6 Please describe what you see	7:46:34 AM	0:48:46
	<i>Sees compose message</i>	7:46:40 AM	0:48:51
	..compose message...3 days to get a response.	7:46:56 AM	0:49:08
	Okay so you know if it's an emergency call 911, something new called 988 I've never heard that number.	7:47:18 AM	0:49:29
	The option to call the VA is like I said never an option because you won't talk to anyone.	7:47:40 AM	0:49:51
	Those messages, do you remember seeing them earlier today or before in SM?	7:48:00 AM	0:50:12
	No, I've never seen that number before	7:48:06 AM	0:50:18
	What do you think it's for?	7:48:16 AM	0:50:28
	Probably for another emergency. 911 is for physical, but 988 for mental health?	7:48:43 AM	0:50:55
	Let's say you had a friend who needed to start using Sm, when should they expect a response back?	7:49:00 AM	0:51:11
	I would say it'll take up to 3 business days. From my experience it's usually the next day. 99% of the time it feels like they check their messages at the end of their shift at 4. I always get responses around 4. I usually get a reply of the same day or after if after 4.	7:50:10 AM	0:52:22
	What if this friend was having an emergency, what should they do?	7:50:26 AM	0:52:38
	If they're bleeding to death call 911, if mental call 988.	7:50:43 AM	0:52:55
	What about sending a message?	7:50:54 AM	0:53:05
	Well it doesn't take long to share a message or a quick message to the doctor so...yeah.	7:51:36 AM	0:53:48
	Do you have anything else you'd like us to know?	7:51:52 AM	0:54:04
	No, having a list of all the doctors in your region or something global would be good. I have doctors showing up in San Francisco showing up even though I've never been there or anything. I can't remove them or anything. The MHV coordinator didn't know, doctors don't know.	7:53:11 AM	0:55:23
	Regarding what you saw today was there anything exciting or frightening	7:53:48 AM	0:56:00
	The folder thing is new. It can be useful. If they can fix something where messages don't get deleted after 90 days. And being able to add more larger files over message.	7:54:46 AM	0:56:57

	Transcript	Clock Time	Time Stam
Tags/Key:			
Type "Start" here when recording starts >	start	9:32:17 AM	0:00:00
	^started a little late. I joined at 9:30 exactly.	9:32:34 AM	0:00:17
Bold: What the moderator says	Participant uses MHV often. About once a week average.	9:33:22 AM	0:01:05
Regular type: What the participant says	What's your overall impression of SM?	9:34:01 AM	0:01:44
<i>Italic: Participant actions (e.g., scrolls...)</i>	Overall pleased with it.	9:34:07 AM	0:01:50
	what device?	9:36:34 AM	0:04:17
	Desktop PC.	9:36:37 AM	0:04:20
	Participant shares screen now.	9:39:53 AM	0:07:36
	<i>Participant has trouble navigating the tabs to open the Sketch link.</i>	9:40:52 AM	0:08:35
	<i>crosses arms.</i>	9:41:07 AM	0:08:50
	Its different from the og format. I'm very receptive to change. I like the old one better... well.... I see there are two places to compose.	9:41:36 AM	0:09:19
	I don't care for the search messaes folder. I dwouldnt know to put the doctors name or whatever there so its confusing.	9:42:09 AM	0:09:52
#q1 = Question 1, etc.	I can see whos been messaging, and how many messaging.	9:42:22 AM	0:10:05
#t1 = Task 1, etc.	I see that it's a one stop shopping for messaging.	9:42:30 AM	0:10:13
technical difficulties	how do you feel about that?	9:42:35 AM	0:10:18
	its okay I guess.	9:42:49 AM	0:10:32
Emotions:	when I'm messaging, I just want to message. I don't want all these other options.	9:43:13 AM	0:10:56
Confident	how does that make you feel?	9:43:20 AM	0:11:03
	overload. When you're messaging your doctor, you have a problem.	9:43:37 AM	0:11:20
Confused	well umm... I don't know how to put it into words. The other way was clearer.	9:43:53 AM	0:11:36
Angry/Frustrated	the font is a little small.	9:43:58 AM	0:11:41
	the other one had a dropdown. Instead of up front I can see who I communicated with, I can click on the dropdown and look at the speciality.	9:44:25 AM	0:12:08
Task Success/Fail:	its overwhelming and unnecessary. Overkill.	9:44:39 AM	0:12:22
Success	<i>eyebrows furrowed.</i>	9:44:52 AM	0:12:35
Fail	Let's click on full screen.	9:45:00 AM	0:12:43
	Mod explains the name of the sample user.	9:45:50 AM	0:13:33
	#t1 First Task: Message threads	9:45:54 AM	0:13:37
	if the 3rd message down were clickabel....	9:46:10 AM	0:13:53
	id click on the hyperlink and open that up, and if the question was still relevant, id hit send. If it wasn't relevant anymore, id hit delete.	9:46:38 AM	0:14:21
	Id also see all my previous 13 messages. I would think it would be the conversation thread.	9:46:54 AM	0:14:37
	if you wanted to see previous in the thread?	9:47:10 AM	0:14:53
	um well.. Id click on where it says in the parenthesis 13 messages. Id expect messages sent, messages received.	9:47:36 AM	0:15:19
	whhy do you say that?	9:47:40 AM	0:15:23
	It wouldn't just show my messages, but the response to me. Because it goes into my medical record.	9:48:16 AM	0:15:59
	is this from experience?	9:48:24 AM	0:16:07
	yes. And common sense. I'm kind of in a mood today - sorry about that. I've been having communication issues around neuro. I had an appt, but I didn't get the link, I tried to send a message, but Neurosurgery isnt in my dropdown, and I call, and its bad.	9:49:39 AM	0:17:22
	I'm so upset I forgot your question.	9:49:49 AM	0:17:32
	just wondering how you know.	9:49:59 AM	0:17:42
	ive been doing this for 10 years. I know that the answer is there. I know the doctor responds. I have proof now.	9:50:27 AM	0:18:10
	<i>shows a print out of the secure messages.</i>	9:50:38 AM	0:18:21
	if it isnt in writing, it didn't happen.	9:50:46 AM	0:18:29
	just past experience. If the convo thread wasn't there, it would be a huge and unsatisfactory problem times 10.	9:51:11 AM	0:18:54

	open the anne dunwoody	9:51:19 AM	0:19:02
	<i>taken aback smiley frown face</i>	9:51:39 AM	0:19:22
	lol don't worry about the content	9:51:52 AM	0:19:35
	lol good! I was a recruiter in the Navy so I was concerned about the paperwork.	9:52:11 AM	0:19:54
	structure.	9:52:16 AM	0:19:59
	I don't like it. Too many words.	9:52:22 AM	0:20:05
	<i>hands are flailing.</i>	9:52:28 AM	0:20:11
	I see Hello - looks like a cut and paste message.	9:52:41 AM	0:20:24
	disregard the message, just the structure.	9:52:52 AM	0:20:35
	the double space between each section makes it hard to read.	9:53:02 AM	0:20:45
	seems like a form structure. The doctors and nurses are supposed to just knock it out.	9:53:20 AM	0:21:03
	scroll down a little.	9:53:35 AM	0:21:18
	which are unread?	9:53:48 AM	0:21:31
	no. the blue dot doesn't mean anything to me.	9:54:03 AM	0:21:46
	in SM currently, how do you know which?	9:54:14 AM	0:21:57
	I believe it says simply "read".	9:54:23 AM	0:22:06
	what about the bold?	9:54:29 AM	0:22:12
	<i>sigh.</i>	9:54:42 AM	0:22:25
	<i>squints.</i>	9:54:51 AM	0:22:34
	its okay. Its sort of informal. Without looking at it, I cant give you a comparison. Its more clear about the date. When and who responded.	9:55:19 AM	0:23:02
	the dots don't mean anything. It could mean a dozen different things.	9:55:36 AM	0:23:19
	if you were to open 9/1	9:55:54 AM	0:23:37
	<i>clicks on the arrow</i>	9:56:02 AM	0:23:45
	I did the down arrow so I could ook at it better.	9:56:11 AM	0:23:54
	did you expect this?	9:56:16 AM	0:23:59
	so I would open up the attachment, and I assume its like whats in my medical record.	9:56:29 AM	0:24:12
	close	9:56:32 AM	0:24:15
	<i>clicks on the arrow</i>	9:56:35 AM	0:24:18
leading	any change?	9:56:40 AM	0:24:23
	blue dot went away.	9:56:49 AM	0:24:32
	based on that, what do you think?	9:57:00 AM	0:24:43
	that it's a message that I need to read. So maybe at the top you need to show the blue dot and what it means [like a key]	9:57:28 AM	0:25:11
	#t2 Second Task: Replying to a message	9:57:40 AM	0:25:23
	how reply?	9:57:48 AM	0:25:31
	I would hit reply	9:57:55 AM	0:25:38
	<i>clicks the bottom reply button</i>	9:58:02 AM	0:25:45
	send a doc?	9:58:06 AM	0:25:49
	attach file	9:58:10 AM	0:25:53
	successful?	9:58:19 AM	0:26:02
	yes. Um. Because I see the symbol and it says this is an attachment.	9:58:34 AM	0:26:17
	remove?	9:58:38 AM	0:26:21
	id click remove.	9:58:42 AM	0:26:25
	how get rid of it?	9:59:00 AM	0:26:43
	discard draft. And another thing, when you were responding the og way, you could see the og correspondence from the doctor. Because sometimes you need to reference what they said. Esp with medical you have to be clear and concise.	9:59:51 AM	0:27:34
	what expect discard?	10:00:04 AM	0:27:47
	id get it where it looks like this. The message is gone.	10:00:15 AM	0:27:58
	you would just start over.	10:00:24 AM	0:28:07
	yes	10:00:25 AM	0:28:08
	finish later?	10:00:29 AM	0:28:12
	hmm.	10:00:32 AM	0:28:15
	<i>pbbbbft</i>	10:00:39 AM	0:28:22

	good question....ahh....	10:00:49 AM	0:28:32
	<i>scrolls.</i>	10:00:53 AM	0:28:36
	I'm not seeing that as an option. To save.	10:01:00 AM	0:28:43
	where would you expect that to be?	10:01:08 AM	0:28:51
	next to discard draft.	10:01:14 AM	0:28:57
	it would be "save as draft"	10:01:21 AM	0:29:04
	is there anything that tells you your work would be saved?	10:01:36 AM	0:29:19
	no.	10:01:37 AM	0:29:20
	Participants cursor is hovering on green box.	10:02:05 AM	0:29:48
	rate reply.	10:02:10 AM	0:29:53
	I didn't see the dropdown. I must have 30 different choices of who I wanted to message. Like if I wanted to message endocrinology, I couldn't from here.	10:02:56 AM	0:30:39
	oh for this particular one, I guess a 4.	10:03:03 AM	0:30:46
	what would make it a 5?	10:03:11 AM	0:30:54
	<i>hand on face. Sigh. Finger pointing.</i>	10:03:27 AM	0:31:10
	it doesn't show what the doctor said {as she is looking at the previous message. }	10:03:51 AM	0:31:34
	Actually just a 3 for that. Old people and a mother and crying baby.	10:04:05 AM	0:31:48
	rate attachments.	10:04:11 AM	0:31:54
	5	10:04:12 AM	0:31:55
	#t3 Third Task: Finding a message	10:04:26 AM	0:32:09
	I would scroll down.	10:04:38 AM	0:32:21
	because I wouldn't remember her name. if you're someone like me, and your pc Dr. changes every year and you have a bunch of doctors, theres no way on gods green earth you can remember the name.	10:05:21 AM	0:33:04
	I need a drop down with a bunch of specialties. If you message one doctor they might be retired.	10:05:42 AM	0:33:25
	lets just say you do know these. Next steps?	10:05:52 AM	0:33:35
	then id be concerned because the only message I see is in mid august.	10:06:06 AM	0:33:49
	this is just a prototype.	10:06:14 AM	0:33:57
	I guess I would try...	10:06:19 AM	0:34:02
	<i>clicks on the search box.</i>	10:06:27 AM	0:34:10
	would you have typed test results?	10:06:36 AM	0:34:19
	no not at all. The name of the doctor or the name of the clinic. Like endocrinology, podiatry, etc. because the doctors change all the time.	10:07:05 AM	0:34:48
	would you expect these results?	10:07:14 AM	0:34:57
	yeah its okay.	10:07:18 AM	0:35:01
	find it?	10:07:21 AM	0:35:04
	I see it.	10:07:24 AM	0:35:07
	what do the highlights tell you?	10:07:37 AM	0:35:20
	that the computer is doing a search for those words.	10:07:46 AM	0:35:29
	where is it searching?	10:07:51 AM	0:35:34
	the title?	10:07:53 AM	0:35:36
	where else would you want?	10:07:59 AM	0:35:42
	I can't think of another way.	10:08:04 AM	0:35:47
	body, attachmnts, other people?	10:08:17 AM	0:36:00
	want any of those?	10:08:23 AM	0:36:06
	again, I'm not digging any of this. I think it should be how it is now, by the clinic.	10:08:39 AM	0:36:22
	<i>eyes closed. Thinks hard. Holds chin.</i>	10:08:50 AM	0:36:33
	I don't get my instant answer I get from all my other clinics. I don't get that one particular clinic. Could it be helpful for someone? Perhaps. If they arent computer savvy and they missed it or wanted to revisit it? Perhaps.	10:09:35 AM	0:37:18
	what folder was beth found in?	10:09:45 AM	0:37:28
	<i>thinks.</i>	10:09:49 AM	0:37:32
	doesn't say	10:09:52 AM	0:37:35
	did you choose a particular folder?	10:09:59 AM	0:37:42
	no.	10:10:01 AM	0:37:44

	rate find a message	10:10:13 AM	0:37:56
	yeah I'm not diggin it. Id say like a 2.	10:10:23 AM	0:38:06
	<i>makes "ew david" face.</i>	10:10:35 AM	0:38:18
	why?	10:10:37 AM	0:38:20
	I cant find the clinics.	10:10:42 AM	0:38:25
	I'm thinking of other people too. I used to work at a senior center. Not everyone is going to think their answer says test results. They'll remember the name of the clinic. If there was a dropdown, they will look at it and say "oh there is the clinic". Here, youre guessing what you think the doctor is going to make the title.	10:11:50 AM	0:39:33
	valuable?	10:11:54 AM	0:39:37
	the only think I see that's actually good is the newest to oldest.	10:12:09 AM	0:39:52
	go back to inbox.	10:12:20 AM	0:40:03
	I'm here [shes still in the search results]	10:12:32 AM	0:40:15
	no...	10:12:35 AM	0:40:18
	Oh here!	10:12:38 AM	0:40:21
	<i>clicks inbox in left navigation.</i>	10:12:45 AM	0:40:28
	#t4 Fourth Task: Organizing a message	10:12:54 AM	0:40:37
	create a folder	10:12:59 AM	0:40:42
	<i>frown. Stare.</i>	10:13:11 AM	0:40:54
	<i>success.</i>	10:13:16 AM	0:40:59
	that's cool! I like that feature! I like it!	10:13:27 AM	0:41:10
	5!	10:13:32 AM	0:41:15
	why do you like it?	10:13:37 AM	0:41:20
	if all goes well, and all my messages in regard to that would go to that place, it would be pretty cool!	10:13:58 AM	0:41:41
	Nice!	10:14:05 AM	0:41:48
	<i>happy frown and nots</i>	10:14:12 AM	0:41:55
	how would you edit?	10:14:16 AM	0:41:59
	<i>success.</i>	10:14:21 AM	0:42:04
	cool.	10:14:23 AM	0:42:06
	successful?	10:14:28 AM	0:42:11
	yes.	10:14:31 AM	0:42:14
	it said that it did it, and I see the change.	10:14:40 AM	0:42:23
	rate chanign the name.	10:14:46 AM	0:42:29
	5!	10:14:50 AM	0:42:33
	Carol did we win you over today?	10:15:01 AM	0:42:44
	Yes! Well sort of.	10:15:07 AM	0:42:50
	how would you get rid of folder?	10:15:15 AM	0:42:58
	<i>right clicks.</i>	10:15:22 AM	0:43:05
	oh, nope here it is.	10:15:29 AM	0:43:12
	<i>success</i>	10:15:34 AM	0:43:17
	do you normally right click to delete?	10:15:42 AM	0:43:25
	yes.	10:15:44 AM	0:43:27
	if there were messaes in the folder what would happen?	10:15:54 AM	0:43:37
	I would expect to be able to see them in my message thread. If I deleted the folder I would see them in the thread still. If I delete the folder, I would never expect my messages in the og thread to disappear because that's my medical record.	10:16:46 AM	0:44:29
	rate delete.	10:16:50 AM	0:44:33
	<i>holds up a hand with a five.</i>	10:17:05 AM	0:44:48
	not diff at all.	10:17:11 AM	0:44:54
	do you use folders now?	10:17:19 AM	0:45:02
	no. well I use folders but not for email because I don't know how to do that.	10:17:33 AM	0:45:16
	what email system do you use?	10:17:39 AM	0:45:22
	yahoo.	10:17:41 AM	0:45:24
	would the folder ability be useful to you?	10:17:49 AM	0:45:32
	yes. Well not me personally, but maybe in the future. No I take that back. Yeah I would.	10:18:09 AM	0:45:52

	I had melanoma a few years ago. can medical records be saved in a folder on MHV?	10:18:32 AM	0:46:15
	I don't know.	10:18:35 AM	0:46:18
	because that would be great. I cannot for the life of me remember the year or the month. I had a ton of medical work, and now I'm doing genetic testing to see I'm I'm predisposed to any other cancer, I would want it to be in that folder.	10:19:23 AM	0:47:06
	I get asked all the time what year I had cancer and I don't know.	10:19:39 AM	0:47:22
	Ill share that with the MR team.	10:19:49 AM	0:47:32
	like when you go on MHV, I think it was in 2018, when I look at it, I have to scroll through everything since 2018. I wish there was a more specific search where you could type "Cancer" "biopsy"	10:20:36 AM	0:48:19
	next screen.	10:20:42 AM	0:48:25
	#t5 Fifth Task: Patient safety	10:21:00 AM	0:48:43
	<i>clicks continue</i>	10:21:40 AM	0:49:23
	<i>stares. Scratches face.</i>	10:21:54 AM	0:49:37
	<i>hovers cursor to the right of the blue.</i>	10:22:03 AM	0:49:46
	if someone is having chest pains or coughing up blood, instead of messaging their doctor and maybe getting a response that day, you have the common sense thing here.	10:22:36 AM	0:50:19
	i like the categories. Theyre all worded very well. More detailed.	10:23:13 AM	0:50:56
	I think its good.	10:23:17 AM	0:51:00
	has the link: Find your nearest VA health facility. Attach a file.	10:23:37 AM	0:51:20
	very good.	10:23:40 AM	0:51:23
	fellow veteran?	10:23:48 AM	0:51:31
	typically they respond within a day. If they don't call the office because its very unusual.	10:24:03 AM	0:51:46
	<i>the 3 days text is visible at the very top of her sscreen.</i>	10:24:17 AM	0:52:00
	fellow in emergency?	10:24:24 AM	0:52:07
	Don't do that {use messaging]	10:24:32 AM	0:52:15
	call 911 or go to the ER.	10:24:40 AM	0:52:23
	any other thoughts?	10:25:16 AM	0:52:59
	I appreciate that you are asking people who actually use the product and asking us for our experience.	10:25:40 AM	0:53:23
	I think you were a really good listener and I appreciate it.	10:25:50 AM	0:53:33
	I'm a coupon coach, and I'm going to go get some deals for my group.	10:38:57 AM	1:06:40

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	start	11:10:23 AM	0:00:00
	do you use MHV?	11:11:06 AM	0:00:43
Bold: What the moderator says	yes	11:11:08 AM	0:00:45
Regular type: What the participant says	mostly for SM.	11:11:11 AM	0:00:49
<i>Italic: Participant actions (e.g., scrolls...)</i>	its really the only way you can talk to your Dr. because its really hard to get ahold of your Dr..	11:11:30 AM	0:01:07
	what do you think?	11:11:36 AM	0:01:13
	its really easy. My Dr. is really prompt at replying.	11:11:50 AM	0:01:27
	Tri care has their platform called My Genesis (?) I like "My Health Veteran" better. I cant get in to My Genesis.	11:13:08 AM	0:02:45
	I also like the lab results. Its very helpful. Even my Dr. at camp pendleton and look at the results. The VA and the tricare doctors can all go in there.	11:13:40 AM	0:03:17
	You're on a Samsung 21?	11:16:08 AM	0:05:45
	yes.	11:16:09 AM	0:05:47
	<i>Participant has a mildly difficult time sharing Zoom screen.</i>	11:19:16 AM	0:08:53
#q1 = Question 1, etc.	<i>Participant has to plug in phone.</i>	11:20:30 AM	0:10:07
#t1 = Task 1, etc.	#t1 First Task: Message threads	11:21:13 AM	0:10:50
technical difficulties	mod explains the example user name, Jesse.	11:21:30 AM	0:11:07
	take a look at the screen. Point out things that stick out.	11:21:45 AM	0:11:22
Emotions:	search the inbox.	11:21:54 AM	0:11:31
Confident	searching oldest to newest. Then you have my diff emails based on diff convos. Test results. Blah bah blah.	11:22:16 AM	0:11:53
Confused	scroll down to list. Third down.	11:22:26 AM	0:12:03
Angry/Frustrated	some type of email from Narwin whatever.	11:22:51 AM	0:12:28
	just one?	11:22:53 AM	0:12:30
Task Success/Fail:	some type of message. It says 13 messages, so I assume there are multiple emails in there.	11:23:10 AM	0:12:47
Success	I think they could prob be messages back and forth between me and them. Because I dou bt the Dr. is sending me 13 messages without me responding to them.	11:23:43 AM	0:13:20
Fail	so logic is telling you that.	11:23:51 AM	0:13:29
	lol yes	11:23:55 AM	0:13:32
	btw, I don't know is perfectly acceptable.	11:24:12 AM	0:13:49
	who is Lovejoy t?	11:24:18 AM	0:13:55
	who do you think?	11:24:24 AM	0:14:01
	I don't know. I assume the doctor. But I don't know.	11:24:36 AM	0:14:13
	what do you think that in parenthesis means?	11:24:45 AM	0:14:22
	I assume its describing her - she is a psychologist, and its at portland, and I don't know what MH means.	11:25:09 AM	0:14:46
	is lovejoy t confusing?	11:25:16 AM	0:14:53
	yes. Maybe its his facebook handle lol.	11:25:27 AM	0:15:04
	click ann dunwoody	11:25:34 AM	0:15:11
	<i>immediately scrolls down.</i>	11:25:47 AM	0:15:24
	I see the email from ann dunwoody. Lol whos making up these names lol?	11:26:04 AM	0:15:41
	I believe ann dunwoody is a well known military personell.	11:26:26 AM	0:16:03
	I didn't know that.	11:26:30 AM	0:16:08
	honesly we just make up names.	11:26:37 AM	0:16:14
	so is this familiar?	11:26:42 AM	0:16:19
	yeah pretty much. It has who its from, to me, what she does, where shes at. Looks like shes in puget sounds.	11:27:01 AM	0:16:38
	go to messages in this convo... how many unread?	11:27:15 AM	0:16:52
	looks like the two bold ones. That's pretty standard these days.	11:27:33 AM	0:17:10
	open the first... expect?	11:27:42 AM	0:17:19
	um.... Some type of um.... It looks like it will expand on the preview, and it looks like an attachment because the little paperclip there.	11:28:12 AM	0:17:49
	<i>opens it.</i>	11:28:19 AM	0:17:56
	hitting the up button to close it.	11:28:25 AM	0:18:02

	what changed?	11:28:28 AM	0:18:05
	it went back to the preview of the message. Its no longer bold because I looked at it and read it.	11:28:47 AM	0:18:24
	#t2 Second Task: Replying to a message	11:28:54 AM	0:18:31
	reply to this.	11:29:03 AM	0:18:40
	hit the big thing that says reply	11:29:11 AM	0:18:48
	<i>clicks top reply button.</i>	11:29:16 AM	0:18:53
	rate reply	11:29:42 AM	0:19:19
	5! (very confident)	11:29:50 AM	0:19:28
	what if you wanted to send doc	11:29:58 AM	0:19:35
	<i>scrolls down</i>	11:30:03 AM	0:19:40
	Id go here where it says attach file.	11:30:15 AM	0:19:52
	lets go. With pirate ship.	11:30:23 AM	0:20:00
	were you successful?	11:30:28 AM	0:20:05
	of course.	11:30:33 AM	0:20:10
	because it says that its 108.7 kb, and I could actually remove it if I wanted to.	11:30:52 AM	0:20:29
	go ahead.	11:30:55 AM	0:20:32
	BOOM.	11:30:57 AM	0:20:35
	rate attachments	11:31:04 AM	0:20:41
	5	11:31:08 AM	0:20:45
	you want to get rid of it?	11:31:23 AM	0:21:00
	discard draft.	11:31:27 AM	0:21:04
	what would you expect?	11:31:31 AM	0:21:08
	discard my email.	11:31:35 AM	0:21:12
	where would you land?	11:31:38 AM	0:21:15
	back out to my inbox.	11:31:46 AM	0:21:23
	what if you wanted to finish later?	11:31:55 AM	0:21:33
	I would save the draft.	11:32:03 AM	0:21:40
	how?	11:32:05 AM	0:21:42
	<i>Participant is scrolling up and down</i>	11:32:14 AM	0:21:51
	is there somewhere that says save draft?	11:32:22 AM	0:21:59
	I don't see it.	11:32:31 AM	0:22:09
	where would you put that button?	11:32:42 AM	0:22:19
	[need recording.	11:32:49 AM	0:22:26
	what would you do then?	11:32:56 AM	0:22:33
	I'm not confident it would be autosaved, so I might copy/paste it somewhere else.	11:32:59 AM	0:22:36
	#t3 Third Task: Finding a message	11:33:26 AM	0:23:03
	starts asking question	11:33:36 AM	0:23:14
	<i>immeditely clicks on the search box before moderator finishes question.</i>	11:33:53 AM	0:23:30
	would you tope that?	11:34:01 AM	0:23:38
	no. smith.	11:34:04 AM	0:23:41
	are these the results you would expect?	11:34:14 AM	0:23:51
	yes.	11:34:15 AM	0:23:52
	find it?	11:34:23 AM	0:24:00
	yes.	11:34:25 AM	0:24:02
	yellow highlights	11:34:29 AM	0:24:06
	yes.	11:34:35 AM	0:24:12
	recording.....	11:34:44 AM	0:24:21
	where else should it look?	11:34:49 AM	0:24:26
	the body. Maybe the attachments, but that's a little harder.	11:35:02 AM	0:24:39
	what folder did you find it in?	11:35:08 AM	0:24:45
	my lab results.	11:35:14 AM	0:24:52
	its in the my lab results folder?	11:35:21 AM	0:24:58
	it appears that way.	11:35:26 AM	0:25:04
	what makes you say that?	11:35:32 AM	0:25:09
	I'm smart lol.	11:35:36 AM	0:25:13
	did you search inside the my lab results folder?	11:35:46 AM	0:25:23
	nvm...	11:36:00 AM	0:25:37
	rate searching for a message.	11:36:06 AM	0:25:43
	uhh 4.5.	11:36:10 AM	0:25:47
	why?	11:36:13 AM	0:25:50

	obviously I didn't type in what you wanted me to type in. I would have typed in smith. I'm pretty confident I would have found the message if I just typed in smith.	11:36:39 AM	0:26:16
	what part valuable?	11:36:43 AM	0:26:20
	it found my result lol	11:36:47 AM	0:26:24
	use search on sm now?	11:36:53 AM	0:26:30
	not really because I don't have a. Whole lot of msgs to search. But if I had a lot from the Dr.. And I was. Looking for one in part, this would be helpful.	11:37:19 AM	0:26:56
	return to inbox.	11:37:26 AM	0:27:03
	<i>Participant scrolls all the way up and all the way down.</i>	11:37:40 AM	0:27:17
	<i>Participant clicks on breadcrumbs.</i>	11:37:47 AM	0:27:24
	BOOM.	11:37:50 AM	0:27:27
	I would make that button a little bigger the "Back to inbox". Maybe the older patients would be able to see a little bit better. If I were on. My computer I would be able to see everything right there prob.	11:38:29 AM	0:28:06
	do you use sm on comp or phone?	11:38:37 AM	0:28:14
	computer. If I were traveling, I might need to use it on my phone.	11:38:51 AM	0:28:28
	#t4 Fourth Task: Organizing a message	11:39:01 AM	0:28:38
	create a folder	11:39:07 AM	0:28:44
	<i>scrolls up and down.</i>	11:39:16 AM	0:28:53
	I would prob hit in the message section.	11:39:23 AM	0:29:00
	boom.	11:39:38 AM	0:29:15
	my folders	11:39:40 AM	0:29:17
	create a new folder for all the diff people who would be contacting me.	11:40:06 AM	0:29:43
	<i>success</i>	11:40:12 AM	0:29:49
	success?	11:40:16 AM	0:29:53
	I was.	11:40:19 AM	0:29:56
	would you have typed kidney?	11:40:27 AM	0:30:04
	I would have been a little more specific.	11:40:34 AM	0:30:11
	rate create	11:40:37 AM	0:30:14
	5	11:40:39 AM	0:30:16
	rename.	11:40:55 AM	0:30:32
	mmm.... I'd prob click on it and see if there was a way to rename it.	11:41:08 AM	0:30:45
	<i>success.</i>	11:41:13 AM	0:30:50
	boom boom save.	11:41:17 AM	0:30:54
	go back to my folders	11:41:27 AM	0:31:04
	<i>uses breadcrumbs</i>	11:41:31 AM	0:31:08
	were you successful?	11:41:33 AM	0:31:11
	I was. I see it.	11:41:39 AM	0:31:16
	rate change name	11:41:43 AM	0:31:20
	5	11:41:45 AM	0:31:22
	remove?	11:41:55 AM	0:31:32
	click on it and look for a way to delete it.	11:42:02 AM	0:31:40
	<i>success</i>	11:42:05 AM	0:31:42
	success?	11:42:09 AM	0:31:47
	I was.	11:42:11 AM	0:31:48
	what if that folder had messages in it?	11:42:19 AM	0:31:56
	I would expect a message to pop up that said do you want to delete the msgs forever.	11:42:34 AM	0:32:11
	you think they'd be gone forever?	11:42:43 AM	0:32:20
	yes.	11:42:45 AM	0:32:22
	why?	11:42:46 AM	0:32:23
	if they are going to delete the messages, they need to tell us.	11:43:04 AM	0:32:41
	rate delete folder	11:43:09 AM	0:32:47
	5	11:43:10 AM	0:32:47
	do you use folders?	11:43:15 AM	0:32:52
	I do not	11:43:17 AM	0:32:54
	useful here?	11:43:23 AM	0:33:01

	in the future if I start getting a lot of msgs, it would be helpful. Is that available now?	11:43:40 AM	0:33:17
	I'm not sure at the moment. I purposefully didn't look at the system to prevent biases.	11:44:11 AM	0:33:48
	click on next screen.	11:44:25 AM	0:34:02
	#5 Fifth Task: Patient safety	11:44:36 AM	0:34:13
	<i>clicks continue</i>	11:45:58 AM	0:35:35
	so looks like the most important thing here is composing a message. Giant bold letters here at the top. That way I could compose a message to my doctor.	11:46:24 AM	0:36:01
	I would make bold or in red that It might take up to 3 business days to get a response so I could see it.	11:46:43 AM	0:36:20
	obviously if something is wrong, call 911 or 988.	11:46:58 AM	0:36:35
	hopefully some day we can get rid of that covid button....	11:47:19 AM	0:36:56
	<i>explains the rest of the compose.</i>	11:47:26 AM	0:37:03
	fellow - when to expect response?	11:47:36 AM	0:37:13
	my Dr. is pretty good. Ive always gotten a response same day. They are pretty good at responding. 3 days seems a little bit.... If the Dr. cant respond in 24 hours they should prob be fired.	11:48:13 AM	0:37:50
	never taken 3 days for you?	11:48:19 AM	0:37:56
	no.	11:48:22 AM	0:37:59
	fellow - chest pains?	11:48:29 AM	0:38:06
	if theyre having chest pains, call 911.	11:48:38 AM	0:38:15
	blue box familiar?	11:48:43 AM	0:38:21
	ive seen it.	11:48:52 AM	0:38:29
	on our tasks today?	11:48:57 AM	0:38:34
	yes. Or at least I think I did.	11:49:04 AM	0:38:41
	what does crisis mean to you?	11:49:09 AM	0:38:47
	your health is in immediate rixk	11:49:15 AM	0:38:53
	ex?	11:49:18 AM	0:38:55
	chest pains. Thinking about committing suicide. You cant see anything - you're blind.	11:49:36 AM	0:39:13
	if you have an urgent question for your VA care team - you cshould get rid of that one. They can call you - you cant call them.	11:50:20 AM	0:39:57
	like today, I need to try to reactivate my genesis.	11:50:57 AM	0:40:34
	are you active military?	11:51:09 AM	0:40:46
	no. retired. I'm actually going up to LA tomorrow to do some acting.	11:51:44 AM	0:41:21
	you can stop sharing.	11:52:02 AM	0:41:40
	anything else to share?	11:52:15 AM	0:41:52
	I thought it was basically pretty straight forward.	11:52:26 AM	0:42:03
	any advice for us?	11:52:31 AM	0:42:09
	to me it was fairly intuitive. I think the people that it might not be intuitive for is the older group who arent so used to smart phones. For people my age and younger it would probably be fine.	11:53:28 AM	0:43:05
	[Participant watches movies on tbs...]	11:53:51 AM	0:43:28
oleksiis notes:			
when they click a button to edit a folder name, the field isnt pre-populated. I would expect it to be pre-populated.			
maybe a more instructive place holder? - ann			
when he was searching for messages, was he just searching in the inbox, or was it intended to search across all the folders.			
A: I his one has been a struggle.			
I hey could see the label on the search box, but maybe we could be more clear.			

O: are users expected to click on just the arrow, or the

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	start	10:59:55 AM	0:00:00
	have you don'e a test before?	11:00:24 AM	0:00:29
Bold: What the moderator says	no	11:00:25 AM	0:00:30
Regular type: What the participant says	what do you do for a living?	11:03:31 AM	0:03:36
<i>Italic: Participant actions (e.g., scrolls...)</i>	substance abuse case manager	11:03:39 AM	0:03:44
	device?	11:03:43 AM	0:03:48
	Dell laptop	11:03:46 AM	0:03:51
	do you like it?	11:03:51 AM	0:03:55
	it works. Its fine.	11:03:56 AM	0:04:00
	<i>Participant shares screen</i>	11:06:01 AM	0:06:06
	#t1 First Task: Message threads	11:06:28 AM	0:06:32
	take a look and point things out	11:07:12 AM	0:07:17
#q1 = Question 1, etc.	the first thing that sticks out to me is the disp of the messaging. It isnt in the square with the checkboxes.	11:07:34 AM	0:07:38
#t1 = Task 1, etc.	it also has the blue dots and bold lettering for new messages.	11:07:48 AM	0:07:53
	this one shows that you've been corresponding a lot, with the (7) messages. I also like the more information shown in this one.	11:08:06 AM	0:08:11
technical difficulties	I like the new layout better than the original square checks.	11:08:19 AM	0:08:24
Emotions:	explain the checks to me	11:08:27 AM	0:08:32
Confident	there is a square you can check to click on it and delete it	11:08:48 AM	0:08:53
	usually I just compose a message then sign off until I get a reply		
Confused	23-48 hours later.	11:09:42 AM	0:09:46
Angry/Frustrated	3rd message down.	11:09:48 AM	0:09:53
	prob medication dosage question. Whatever theyre on	11:10:11 AM	0:10:16
Task Success/Fail:	think more about structure and how things are layed out.	11:10:22 AM	0:10:27
Success	prob 13 messages. Theyre going back and forth about questions about the medication or issues or side effects maybe.	11:10:52 AM	0:10:57
Fail	they?	11:10:56 AM	0:11:00
	Jesse and Dr. Narin Ratana	11:11:11 AM	0:11:15
	open ann dunwoody	11:11:30 AM	0:11:34
	you expecct this?	11:11:36 AM	0:11:41
	umm usually when I see something about my rest results, it doesn't have the attachments. You can view them under your records. Being able to download them here is better. I like that. Usually I save them under my own folder.	11:12:21 AM	0:12:26
	so if I went to an outside Dr., I could easily send those. Ive tried to get the VA to send my records and its not easy	11:12:47 AM	0:12:52
	blue dots?	11:12:51 AM	0:12:56
	unread replies or messages.	11:12:57 AM	0:13:02
	why say that?	11:13:00 AM	0:13:05
	blue dot and its in bold	11:13:06 AM	0:13:11
	your experience?	11:13:09 AM	0:13:14
	yea. My past experience.	11:13:14 AM	0:13:19
	if you were to open 9/1... expect?	11:13:28 AM	0:13:33
	it would take you out of this screen and go into that one.	11:13:38 AM	0:13:43
	oh. Ok. That's nice.	11:13:46 AM	0:13:50
	why do you like this?	11:13:50 AM	0:13:55
	that it stays in the actual place instead of jumping around to other places. Because ive had to log back in because it went to the wrong place.	11:14:22 AM	0:14:27
	too many usernames to keep track of.	11:14:31 AM	0:14:36
	<i>Participant closes message by clicking on the name of the Dr..</i>	11:14:43 AM	0:14:48
	anything differennt?	11:14:49 AM	0:14:54
	blue dot went away because I read it.	11:14:58 AM	0:15:03
	#t2 Second Task: Replying to a message	11:15:04 AM	0:15:08
	two ways: either hit reply at the bottom or the top.	11:15:24 AM	0:15:29

	I usually look at the ones down here at the bottom. Usually once you're done reading the msg, you're ready to reply or close, so having the reply at the bottom, or forward, its easier.	11:15:57 AM	0:16:02
	how send doc?	11:16:03 AM	0:16:08
	you can click attach file or click how to attach a file	11:16:14 AM	0:16:19
	<i>success</i>	11:16:20 AM	0:16:25
	success?	11:16:24 AM	0:16:28
	yes.	11:16:26 AM	0:16:30
	it says your message has been autosaved, and it shows the attachment, and that you can remove it. On most other VA websites, youll see a little red thing saying the file is too big or wrong type.	11:17:05 AM	0:17:10
	have you had probs with files too big?	11:17:16 AM	0:17:21
	yes. Ive had to downsize photos.	11:17:24 AM	0:17:29
	how big is the limit now?	11:17:30 AM	0:17:35
	3 megs.	11:17:33 AM	0:17:38
	how would you remove attachment?	11:17:41 AM	0:17:45
	you can click remove, or discard draft. I assume if you clickd discard draft, it would also remove attachment.	11:18:04 AM	0:18:09
	<i>success..</i>	11:18:08 AM	0:18:12
	get rid of it?	11:18:13 AM	0:18:18
	either close out, or click discard draft.	11:18:26 AM	0:18:31
	what would happen?	11:18:29 AM	0:18:34
	it woud take you back to main inbox. OR a pop up could ask "are you sure you want to discard it? " because sometimes people would want to write a huge letter and you want to make sure you actually wanted to discard it.	11:19:08 AM	0:19:13
	come back to it later?	11:19:18 AM	0:19:23
	id prob leave because down here it says your message has been autosaved, so I assume I could just leave, and it would save it would be saved into drafts.	11:19:49 AM	0:19:54
	you trust that?	11:19:52 AM	0:19:57
	well it has the green checkmark, so I assume that they would ssave it.	11:20:15 AM	0:20:20
	you could also copy and paste it somewhere else.	11:20:24 AM	0:20:29
	rate reply	11:20:27 AM	0:20:32
	not that difficult. 5	11:20:34 AM	0:20:39
	rate attachments.	11:20:43 AM	0:20:48
	not difficult. 5.	11:20:48 AM	0:20:53
	#t3 Third Task: Finding a message	11:21:05 AM	0:21:10
	where would you find it?	11:21:18 AM	0:21:23
	<i>hovers over search messages in left navigation</i>	11:21:35 AM	0:21:40
	or you can click on the search the messages folder [search box]	11:21:55 AM	0:21:59
	this is big and obvious	11:22:07 AM	0:22:12
	id prob type smith or lab results. Or you could type the date if you knew it. Dr. Smith or smith.	11:22:29 AM	0:22:34
	based on what we wrote, would you expect this?	11:22:51 AM	0:22:55
	yes. It would highlight smith if you put in smith. Highlight just like outlook or something.	11:23:10 AM	0:23:15
	do you use outlook?	11:23:15 AM	0:23:20
	yeah for work a lot	11:23:20 AM	0:23:25
	where did the system search?	11:23:27 AM	0:23:32
	<i>scrolls down</i>	11:23:37 AM	0:23:42
	subject line.	11:23:43 AM	0:23:47
	where would you like the system to search?	11:23:50 AM	0:23:54
	prob wn the email itself just in case. Sometimes even I don't put subject lines into the subject field anyway. I just ttype a messge and hit send.	11:24:21 AM	0:24:26
	what folder was it found itn?	11:24:27 AM	0:24:32
	under test it looks like. Well.... This one has test: ,this one has General: so..... It could all. Be under inbox, but these are there.	11:25:04 AM	0:25:08
	I would say inbox, because up here it is searching in the inbox [points to left navigation]	11:25:27 AM	0:25:32
	do you remember where you searched?	11:25:35 AM	0:25:40
	I don't think it said search.	11:25:40 AM	0:25:45

	asks question	11:25:45 AM	0:25:50
	answers question	11:25:48 AM	0:25:53
	does sm have search now?	11:25:56 AM	0:26:01
	I don't know i havent used it.	11:26:01 AM	0:26:05
	what if there were 100?	11:26:07 AM	0:26:12
	you could put Smith up here or go to advanced search and narrow it down as much as you could. If there were 50 or more you're gonna want to weed out more of thoser.	11:26:42 AM	0:26:46
	rate search:	11:26:45 AM	0:26:50
	um. Prb a 4. not knowing how much information can be put in the search bar. but searching was pretty easy.	11:27:20 AM	0:27:25
	is that what you expected? Most recent first?	11:27:33 AM	0:27:37
	<i>points to sort dropdown.</i>	11:27:43 AM	0:27:48
	I guess it defaults newest to oldest.	11:27:53 AM	0:27:57
	do you mean youd like to put multiple pieces into the search bar, like smith, date, test results all at once?	11:28:20 AM	0:28:25
	yes. If you just put test results you might have a lot of results that you need to filter.	11:28:37 AM	0:28:42
	valuable?	11:28:40 AM	0:28:44
	mm. not that I can think of at the moment no.	11:28:53 AM	0:28:57
	back to inbox	11:28:57 AM	0:29:01
	<i>clicks on left navigation</i>	11:29:02 AM	0:29:07
	#4 Fourth Task: Organizing a message	11:29:12 AM	0:29:17
	create a folder?	11:29:31 AM	0:29:36
	<i>reads where the search bar is, then reads left navigation bottom to top</i>	11:29:55 AM	0:30:00
	youd prob have to go into my folders and create from there.	11:30:08 AM	0:30:13
	lets say you wanted to make new folder.	11:30:55 AM	0:31:00
	<i>success</i>	11:30:59 AM	0:31:04
	<i>clicks into the inbox to start adding messages back into the folder.</i>	11:31:36 AM	0:31:41
	rate create	11:31:49 AM	0:31:53
	5. itd be easy.	11:31:57 AM	0:32:02
	rename folder.	11:32:08 AM	0:32:13
	<i>success</i>	11:32:19 AM	0:32:24
	were you successful?	11:32:25 AM	0:32:30
	yees. Up here it says dunwoody and up here it says successfully renamed. But here, it still says cardiologist folder	11:32:53 AM	0:32:57
	that's a typo on our part.	11:33:00 AM	0:33:04
	rate change name	11:33:04 AM	0:33:08
	5	11:33:05 AM	0:33:09
	remove folder.	11:33:18 AM	0:33:23
	<i>success.</i>	11:33:24 AM	0:33:29
	so as long as that "are you sure" pop up is there. Because if you had a lot of messages in there, would everything go back to the inbox or get deleted too?	11:34:05 AM	0:34:10
	I would hope they would go back into the inbox. I would hope there would be a disclaimer if they were going to be deleted.	11:34:28 AM	0:34:33
	rate remove	11:34:31 AM	0:34:36
	5	11:34:39 AM	0:34:44
	do you currently use folders in any of your systems?	11:34:54 AM	0:34:59
	I try to. I prob need to do that more. It would prob be logical. I just search for the name.	11:35:11 AM	0:35:16
	do you thing SM folders would be useful?	11:35:23 AM	0:35:28
	yes.	11:35:24 AM	0:35:29
	in sm and in my job	11:35:30 AM	0:35:34
	you said you wanted to try to use folders more. You said it was logical?	11:35:48 AM	0:35:53
	I have prob a couple hundred emails, so trying to sift through all those.	11:36:01 AM	0:36:05
	so you think folders would save you the sifting?	11:36:10 AM	0:36:15
	I used to use folders in a previous job. Just with the clients initials, and if the email pertained to them I would just move them into that folder. Now I have a smaller case load.	11:36:43 AM	0:36:48
	so the size of your case load would impact your need for folders?	11:36:58 AM	0:37:03

	yes.	11:37:00 AM	0:37:04
	#t5 Fifth Task: Patient safety	11:37:14 AM	0:37:18
	<i>clicks continue</i>	11:38:19 AM	0:38:24
	important?	11:38:24 AM	0:38:29
	when to get help right away. I would think this would need to be...bigger. It is bolder, but if you're wanting to stress the importance of it, have it in a bigger font, like Compose message or bigger. That could be easily overlooked. I might not even look at that.	11:39:14 AM	0:39:18
	do you remember seeing that today?	11:39:23 AM	0:39:28
	no.	11:39:25 AM	0:39:30
	anything else important?	11:39:38 AM	0:39:43
	not that I can see no	11:39:43 AM	0:39:47
	fellow veteran. When to expect response	11:39:55 AM	0:40:00
	<i>looks away from screen.</i>	11:40:01 AM	0:40:06
	usually from past experience, 24-48 hours. That's what I think the doctors or nurses are required.	11:40:20 AM	0:40:25
	fellow veteran. Emergency?	11:40:29 AM	0:40:34
	<i>looks away from screen.</i>	11:40:32 AM	0:40:37
	call 911. don't use secure messaging. Tingling arm and numbness... if you're feeling that you need to call a doctor.	11:40:54 AM	0:40:59
	in the blue box. What does crisis mean to you?	11:41:08 AM	0:41:12
	umm. Sigh. Could mean anything. Different meaning to everybody. Could mean having a mental breakdown, anxiety, depression. Could mean anything.	11:42:04 AM	0:42:09
	so could be a mental health issue?	11:42:11 AM	0:42:15
	I think so yes. Because at the top, it says life or health in danger. Could be anxiety, depression, suicide, call 988.	11:42:39 AM	0:42:43
	are you fam with 988?	11:42:58 AM	0:43:03
	no	11:43:11 AM	0:43:16
	any of those things under when to get help	11:43:23 AM	0:43:28
	make the font bigger. Make it stand out more. Everyone's definitely of crisis is different. Maybe a link with a popup that shows what a true crisis is so they don't waste 988's time. I've had clients call me saying it was a crisis that their toilet was backed up, but it wasn't and I told them to call their landlord.	11:44:32 AM	0:44:37
	anything else?	11:44:42 AM	0:44:47
	I don't see a point in having the urgent question part there. That's usually before - I call them and you can't contact them, so you come here and send a message.	11:45:17 AM	0:45:22
	i don't like the find your nearest VA health facility because I just get redirected multiple times.	11:45:41 AM	0:45:46
	any other thoughts?	11:45:47 AM	0:45:51
	mmm. Not that I can think of no.	11:45:57 AM	0:46:01
	when are you looking at rolling out those changes?	11:46:43 AM	0:46:48
	if it were up to me, it would be tomorrow. But we are doing research so that we can take our time and roll out the best possible experience.	11:47:09 AM	0:47:13

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	Start	8:37:20 AM	0:00:00
	Do you use MHV?	8:37:20 AM	0:00:00
Bold: What the moderator says	I use it quite often, yes	8:37:20 AM	0:00:00
Regular type: What the participant says	Secure messaging>	8:37:20 AM	0:00:00
<i>Italic: Participant actions (e.g., scrolls...)</i>	Yes, I use it quite often	8:37:20 AM	0:00:00
	How do you feel about it?	8:37:20 AM	0:00:00
	I like MHV. If I email my doc or whatever, everybody can see it once they go on my medical transcripts. I like how I can get in touch with them without having to wait on the phone. And the reply back is usually in that day or within a couple hours.	8:37:20 AM	0:00:00
	More dtail on everyone being able to see message>	8:37:20 AM	0:00:00
	If I send a message it's on the medical transcript. When I need something for my job, I need to pull everything up from that day, that visit. If I somehow emailed one of my docs on whatever, it'll show. Am I making sense?	8:37:20 AM	0:00:00
	So if you pulled up notes from the community doctors..	8:37:20 AM	0:00:00
	Yes, I didn't know that when you sent a sm it was on another 'portal' or whatever. But I guess they have records of everythign fro that day. I was surprised to see that. If I requested something, my medical provider is on there too.	8:37:20 AM	0:00:00
	Done Use test before	8:37:20 AM	0:00:00
#q1 = Question 1, etc.	Yes	8:37:20 AM	0:00:00
#t1 = Task 1, etc.	Mod describes the Usability Test	8:37:20 AM	0:00:00
technical difficulties	<i>User is using samsun galaxy 10, used to sharing screen via zoom</i>	8:37:20 AM	0:00:00
	Mod continues describing test	8:38:05 AM	0:00:45
Emotions:	Mod shares link	8:54:32 AM	0:17:12
Confident	<i>User has trouble sharing screen</i>	8:54:32 AM	0:17:12
Confused	<i>User accidentally left; rejoins</i>	8:54:32 AM	0:17:12
Angry/Frustrated	<i>User rejoins on laptop</i>	8:54:32 AM	0:17:12
	Can you see the inbox on the screen?	8:54:32 AM	0:17:12
Task Success/Fail:	Yes	8:54:32 AM	0:17:12
Success	Mod gives control to user	8:54:32 AM	0:17:12
Fail	Take look at the messages - 3rd one down what would happen if you clicked on it	8:54:32 AM	0:17:12
	What I would expect is maybe a message that I started but hav not completed yet	8:54:32 AM	0:17:12
	what else?	8:54:32 AM	0:17:12
	Whatever message I was writing I guess. I can see we've been going back 13 messages so theres been communication there	8:54:32 AM	0:17:12
	With Ann, would you expecte the same thing	8:54:32 AM	0:17:12
	Yes, I imagine if I clicked on that I woul dpreply to her previous message.	8:54:32 AM	0:17:12
	Previous message from Dunwoody	8:54:32 AM	0:17:12
	I'd click on her name and I can go back to my sent messages and find her name. Or maybe in my inbox if she sent the last messgae they're attached so I could read the conversation.	8:54:32 AM	0:17:12
	Open message from dunwoody. Expected?	8:54:32 AM	0:17:12
	yes.	8:54:32 AM	0:17:12
	<i>User is using a pad on the laptop</i>	8:54:32 AM	0:17:12
	In Duwoody conversation, how many are unread?	8:54:32 AM	0:17:12
	2	8:54:32 AM	0:17:12
	Why>	8:54:54 AM	0:17:34
	Blue dot means I have not opened/read them yet	8:54:54 AM	0:17:34
	Open message from dunwoody.	8:54:54 AM	0:17:34
	Sure.	8:55:18 AM	0:17:58
	How do yo feel about the current screen	8:55:18 AM	0:17:58
	I like it. I have eweverything I need available for this message right here.	9:10:58 AM	0:33:38
	Close message - anything different?	9:10:58 AM	0:33:38
	Blue dot is gone so I know that message has been read. Now theres only one message that needs my attention.	9:10:58 AM	0:33:38

	Scroll back up to the original message	9:10:58 AM	0:33:38
	<i>User has trouble scrolling</i>	9:10:58 AM	0:33:38
	#t2 respond to message	9:10:58 AM	0:33:38
	<i>User clicks on reply quickly</i>	9:10:58 AM	0:33:38
	Send dunwoody a doc	9:10:58 AM	0:33:38
	<i>User clicks attach file quickly</i>	9:10:58 AM	0:33:38
	I just clicked attach file on the document. I've had to do this before so I'm familiar with this part.... I see it's on there because if I wanted to remove it I click the x there.	9:10:58 AM	0:33:38
	Could you rate the difficulty of replying to a message	9:10:58 AM	0:33:38
	It was easy to reply to the message. 4. It was easy.	9:10:58 AM	0:33:38
	What could have made it easier	9:10:58 AM	0:33:38
	No, it's all in my cognitive...just making it...I need to slow myself down.	9:10:58 AM	0:33:38
	Rate difficulty of adding/removing docs	9:10:58 AM	0:33:38
	That was very easy - 5	9:10:58 AM	0:33:38
	#t3 get rid of draft	9:10:58 AM	0:33:38
	I would click discard draft.	9:10:58 AM	0:33:38
	what would you expect it to do	9:10:58 AM	0:33:38
	It would go to my trash folder and I'd have to answer her all over.	9:10:58 AM	0:33:38
	What if you wanted to keep it?	9:10:58 AM	0:33:38
	I've seen that before. When you close it out after a length of time it saves itself. I could save I without having to discard it or delete it.	9:10:58 AM	0:33:38
	Is this from experience	9:10:58 AM	0:33:38
	Yes.	9:10:58 AM	0:33:38
	Anything on the screen that would say that?	9:10:58 AM	0:33:38
	No, I don't see anything that would indicate that.	9:10:58 AM	0:33:38
	Click on send.	9:10:58 AM	0:33:38
	#t4 looking for a message	9:10:58 AM	0:33:38
	Beth smith, august...find a message.	9:10:58 AM	0:33:38
	I go to my inbox and have to scroll down...	9:10:58 AM	0:33:38
	<i>User has trouble scrolling</i>	9:10:58 AM	0:33:38
	Mod reminds user of prompt	9:10:58 AM	0:33:38
	have I already read the message?	9:10:58 AM	0:33:38
	Yes, you are going back to re-read the message	9:10:58 AM	0:33:38
	I would click search message folder	9:10:58 AM	0:33:38
	We added test result,	9:10:58 AM	0:33:38
	I would have done that or Ms. Smith.	9:10:58 AM	0:33:38
	Do you see the message?	9:10:58 AM	0:33:38
	Yes	9:10:58 AM	0:33:38
	Do you know what folder?	9:10:58 AM	0:33:38
	NOTE TAKER COMP CRASHES 904-906	9:10:58 AM	0:33:38
	What parts of the search feature do you find valuable	9:10:58 AM	0:33:38
	That I could put name in there. I can put the name and see the messages from a particular person.	9:10:58 AM	0:33:38
	Return to the inbox	9:10:58 AM	0:33:38
	Yes ma'am.	9:10:58 AM	0:33:38
	#t4 kidney folder creation	9:10:58 AM	0:33:38
	how would you create a folder	9:10:58 AM	0:33:38
	I've never set up a folder before, never knew that feature was available.	9:10:58 AM	0:33:38
	There's a first time for everything. How would you?	9:10:58 AM	0:33:38
	<i>User easily creates a new folder</i>	9:10:58 AM	0:33:38
	Oh! Look at that.	9:10:58 AM	0:33:38
	Difficulty?	9:10:58 AM	0:33:38
	Very easy. I didn't even know that was even available.	9:10:58 AM	0:33:38
	Next task - cardio folder. Change name?	9:10:58 AM	0:33:38
	<i>User clicks on folder, editing, completes</i>	9:10:58 AM	0:33:38
	Were you successful?	9:10:58 AM	0:33:38
	Yes	9:10:58 AM	0:33:38
	How can you tell?	9:10:58 AM	0:33:38
	It says here in green	9:10:58 AM	0:33:38
	Difficulty of changing a folder name	9:10:58 AM	0:33:38
	5 - that was very easy for me	9:10:58 AM	0:33:38
	#t5 get rid of folder	9:10:58 AM	0:33:38
	<i>User quickly deletes folder</i>	9:11:21 AM	0:34:01

	How can you tell?	9:11:21 AM	0:34:01
	Folder successfully removed	9:11:21 AM	0:34:01
	If there were messages in there, what happened?	9:11:36 AM	0:34:16
	I probably deleted those messages. I'd hope they'd still be in my inbox. I'm not sure. If the folder was deleted I'd hope the messages would stil be in my inbox.	9:28:04 AM	0:50:44
	rate difficulty of deleting folder	9:28:04 AM	0:50:44
	Very easy. 5	9:28:04 AM	0:50:44
	Do you use any folders in your current email?	9:28:04 AM	0:50:44
	No	9:28:04 AM	0:50:44
	Do you use email?	9:28:04 AM	0:50:44
	Yes, I do/	9:28:04 AM	0:50:44
	Folders are useful?	9:28:04 AM	0:50:44
	I probably wouldn't use that feature, I'm sure its manageable for s	9:28:04 AM	0:50:44
	#t6 compose message - what is important/sticks out	9:28:04 AM	0:50:44
	Oh, yes I like it. The first part. Everythign else is how I see it now	9:28:04 AM	0:50:44
	other things?	9:28:04 AM	0:50:44
	I like that my dropbox is here (inbox) When I open it it opens all tl	9:28:04 AM	0:50:44
	Was 'help; the first thing hyou saw?	9:28:04 AM	0:50:44
	Yeah, it's most important. Yeah, it would be.	9:28:04 AM	0:50:44
	Do you remember seeing blue box earlier?	9:28:04 AM	0:50:44
	I don't think so...I don't recall seeing it earlier.	9:28:04 AM	0:50:44
	When would a friend receive a response?	9:28:04 AM	0:50:44
	I would say it may take a couple of days to receive the response.	9:28:04 AM	0:50:44
	In emergency?	9:28:04 AM	0:50:44
	If there was any other pains, I'd say go to the hospital, don't use s	9:28:04 AM	0:50:44
	What is crisis?	9:28:04 AM	0:50:44
	I think of mental health crisis.	9:28:04 AM	0:50:44
	Are you familiar with the 988 number	9:28:04 AM	0:50:44
	No, I don't recall. I don't know what the 988 is for.	9:28:04 AM	0:50:44
	It's for folks suffering a mental health crisis	9:28:04 AM	0:50:44
	Oh, that's great. Yeah, it's wonderful.	9:28:04 AM	0:50:44
	Anything else?	9:28:04 AM	0:50:44
	No, I am familiar with just about anythign on MHV. I remember th	9:28:04 AM	0:50:44
	Thank you for time	9:28:04 AM	0:50:44
	Thank you Ms Anne	9:28:04 AM	0:50:44
	MOD FORGOT TO HIT RECORD	9:28:04 AM	0:50:44

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	Start	12:00:00 AM	0:00:00
	participant makes clear they'll voice their opinions	12:00:00 AM	0:00:00
Bold: What the moderator says	participant asks we slow down since he lost hearing from the military	12:00:00 AM	0:00:00
Regular type: What the participant says	Anne explains what to expect	12:00:00 AM	0:00:00
<i>Italic: Participant actions (e.g., scrolls...)</i>	Participant uses MHV for all medications	12:00:00 AM	0:00:00
	He had an issue with VA.gov	12:00:00 AM	0:00:00
	Anne explains how the testing will go/expectations for the participant	12:00:00 AM	0:00:00
	Participant is on phone for video, so not able to see expressions	12:00:00 AM	0:00:00
	Waiting as participant transfers from mobile to computer	12:00:00 AM	0:00:00
	Participant is on computer now and we can see him on video	12:00:00 AM	0:00:00
	Participant can not hear us but we can hear him	12:00:00 AM	0:00:00
	Audio issues are now fixed	12:00:00 AM	0:00:00
#q1 = Question 1, etc.	Participant hasn't seen a rating scale but says he understands the concept	12:00:00 AM	0:00:00
#t1 = Task 1, etc.	Participant having trouble viewing chat	12:00:00 AM	0:00:00
technical difficulties	Anne shares her screen	12:00:00 AM	0:00:00
	Participant takes control of the screen	12:00:00 AM	0:00:00
Emotions:	Anne asks if he could click on it, what would he expect to see in terms of structure	12:00:00 AM	0:00:00
Confident	Participant expects 13 messages	12:00:00 AM	0:00:00
Confused	He assumes in each message there would be communications pertaining to medication and the subject line	12:00:00 AM	0:00:00
Angry/Frustrated	He assumes the inbox would all be from her but some would be replies of messages he'd sent to her	12:00:00 AM	0:00:00
	Anne clarifies that we want him to look at the function/structure	12:00:00 AM	0:00:00
Task Success/Fail:	Participant says there's two unread messages that are indicated by the dots	12:00:00 AM	0:00:00
Success	Participant expects to see what option she's talking about and the response from the messenger	12:00:00 AM	0:00:00
Fail	Participant opens and closes the prototype with confidence	12:00:00 AM	0:00:00
	Participant (P) says the dot disappears due to opening the message	12:00:00 AM	0:00:00
	P says communications are all related to the issue they're going back and forth about	12:00:00 AM	0:00:00
	Participant says he would click reply button to respond to the messages	12:00:00 AM	0:00:00
	P says he would click attach to file to add a document to the message	12:00:00 AM	0:00:00
	P attaches a file and says he knows it was successful due to the addition of the file name	12:00:00 AM	0:00:00
	Says he could remove it with the remove button	12:00:00 AM	0:00:00
	Says he could add another file by clicking the attach file once more	12:00:00 AM	0:00:00
	P removes the file	12:00:00 AM	0:00:00
	P rates this process as 5 very easy	12:00:00 AM	0:00:00
	"Very very simple if you just read"	12:00:00 AM	0:00:00
	P says the drafts would already be there since it says the message was saved	12:00:00 AM	0:00:00
	P says he trusts that it would be in the drafts	12:00:00 AM	0:00:00
	P says he would go to the search message folder, recognises that the messages is in chronological order	12:00:00 AM	0:00:00
	P checks all sections before saying he'd find the messages in the inbox	7:01:31 PM	1077187:01:31
	P rates searching for a message 5 very easy	7:01:31 PM	1077187:01:31
	P says search bar helps look through specific messages instead of having to scan all every message you've ever gotten	7:01:31 PM	1077187:01:31
	P clicked on the inbox to get back to messages	7:01:31 PM	1077187:01:31
	P hesitates while trying to create a folder	7:01:31 PM	1077187:01:31
	P clarifies that we want a new folder	7:01:31 PM	1077187:01:31
	P says he may go to My Folders to make a new folder	7:01:31 PM	1077187:01:31
	P says that it may be easier to have a way to create a new folder in the inbox	7:01:31 PM	1077187:01:31

	P suggests maybe having a botton to the side of the search folder option	7:01:31 PM	1077187:01:31
	P thinks it would have been simpler to keep the new folder option in the inbox than going to a new page	7:01:31 PM	1077187:01:31
	P creates a new folder by clicking the button and hitting save	7:01:31 PM	1077187:01:31
	P is confident in this process	7:01:31 PM	1077187:01:31
	P clicks on the cardiologist folder and edits the name	7:01:31 PM	1077187:01:31
	P hesitates before confirming he was successful	7:01:31 PM	1077187:01:31
	P says 4 for creating a new folder	7:01:31 PM	1077187:01:31
	P doesn't enjoy jumping from screen to screen, says that going between them can be confusing	7:01:31 PM	1077187:01:31
	P removes the folder	7:01:31 PM	1077187:01:31
	P says we should use KISS "keep it simple stupid"	7:01:31 PM	1077187:01:31
	P says the new VA.gov website is too complicated and hard to find what he's looking for	7:01:31 PM	1077187:01:31
	P says trying to download documents creating a mileage claim was complicated, has to fill out a lot of forms since he has lung cancer and lots of doctors	7:01:31 PM	1077187:01:31
	P says he doesn't use folders, usually just scans documents on computer	7:01:31 PM	1077187:01:31
	P says he labels by dates or by subjects	7:01:31 PM	1077187:01:31
	Anne explains instructions for next screen	7:01:31 PM	1077187:01:31
	P says he sees the compose messages, sees info from VA, see's new message area, categories, lists the categories, subject, message, attachments, send, discard,	7:01:31 PM	1077187:01:31
	P says it's very similar to the way it is now and says it's very simple	7:01:31 PM	1077187:01:31
	P says he doesn't remember seeing a blue box before	7:01:31 PM	1077187:01:31
	P says crisis is being scared or worried about something. Lot of things fit in the category of that word.	7:01:31 PM	1077187:01:31
	P says crisis might be if they're worried about going to the hospital or not	7:01:31 PM	1077187:01:31
	P says he likes what the design was, just wants it to be simpler and easier, no jumping back and forth between other pages	7:01:31 PM	1077187:01:31
	P wants it to be on the same page	7:01:31 PM	1077187:01:31
	P laughs as he says most of the VA is far from being easy	7:01:31 PM	1077187:01:31
	P says goodbye and happy thanksgiving	7:01:31 PM	1077187:01:31

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	Start	7:01:30 PM	0:00:00
	Actual start	7:01:30 PM	0:00:00
Bold: What the moderator says	Done test before?	7:01:30 PM	0:00:00
Regular type: What the participant says	EXCEL CRASHED AGAIN	7:01:30 PM	0:00:00
<i>Italic: Participant actions (e.g., scrolls...)</i>	Using Android phone - would prefer to use computer	7:01:30 PM	0:00:00
	<i>User changes to laptop</i>	7:01:30 PM	0:00:00
	<i>Technical difficulties until this time</i>	7:01:30 PM	0:00:00
	Mod explains test, rating scale	7:01:30 PM	0:00:00
	Mod shares screen	7:01:30 PM	0:00:00
	#t1 check messages - draft	7:01:30 PM	0:00:00
	If you click on it, what would you expect to happen?	7:01:30 PM	0:00:00
	I would expect to see 13 messages and I assume in each message there would be communication pertaining to the underlined area, pertaining to medication and dosage questions.	7:01:30 PM	0:00:00
#q1 = Question 1, etc.	Would all 13 messages be from Narin?	7:01:30 PM	0:00:00
	Um..In a message inbox I would assume they would all be from her. Some may be replies to messages that I have sent to her.	7:01:30 PM	0:00:00
#t1 = Task 1, etc.	Open message from Dunwoody	7:01:30 PM	0:00:00
<i>technical difficulties</i>	Expected?	7:01:30 PM	0:00:00
Emotions:	<i>User starts reading, is corrected</i>	7:01:30 PM	0:00:00
Confident	This is what I was expecting.	7:01:30 PM	0:00:00
Confused	Scroll down - How many are unread messages	7:01:30 PM	0:00:00
Angry/Frustrated	<i>User takes 4 seconds</i>	7:01:30 PM	0:00:00
	Two. The ones with the black dots are the case of new messages.	7:01:30 PM	0:00:00
Task Success/Fail:	If you open message from Dunwoody what would you see?	7:01:30 PM	0:00:00
	I would expect to see detailed informaito from the person and exactly what option she wants to talk about so we can discuss it before making a final decision.	7:01:30 PM	0:00:00
Success	Please open. Now close	7:01:30 PM	0:00:00
Fail	<i>User opens and closes</i>	7:01:30 PM	0:00:00
	Anything different?	7:01:30 PM	0:00:00
	Yes, the dot has disappeared because I opened the message.	7:01:30 PM	0:00:00
	Notice messages in conversation?	7:01:30 PM	0:00:00
	Messages pertaining to me. All related to this issue we are going back and forth about. Not just from her, it's also my messages to her because I am Jesse Roberts. This is all communications pertaining to what we're discussing.	7:01:30 PM	0:00:00
	#t2 sep 15 message - response	7:01:30 PM	0:00:00
	Automatically I go to blue box with word 'reply'.	7:01:30 PM	0:00:00
	<i>user clicks reply</i>	7:01:30 PM	0:00:00
	Include a document?	7:01:30 PM	0:00:00
	The lower part of the message, attachments... <i>USER describes page elements</i>	7:01:30 PM	0:00:00
	<i>User adds attachment confidently</i>	7:01:30 PM	0:00:00
	Successful?	7:01:30 PM	0:00:00
	Yes.	7:01:30 PM	0:00:00
	How can you tell?	7:01:30 PM	0:00:00
	Can see attached file... <i>User describes removing attachment...</i>	7:01:30 PM	0:00:00
	Great, please remove file.	7:01:30 PM	0:00:00
	Done.	7:01:30 PM	0:00:00
	Please rate replying to message	7:01:30 PM	0:00:00
	5	7:01:30 PM	0:00:00
	Please rate adding and removing docs	7:01:30 PM	0:00:00
	5	7:01:30 PM	0:00:00
	Any thoughts?	7:01:30 PM	0:00:00
	None. This is very simple if you just read.	7:01:30 PM	0:00:00
	#t3 Discard drafts	7:01:30 PM	0:00:00
	Click on box that says 'discard message'	7:01:30 PM	0:00:00
	What would you expect to happen?	7:01:30 PM	0:00:00
	It would disappear.	7:01:30 PM	0:00:00
	What screen would you see?	7:01:30 PM	0:00:00
	It would go back to the inbox.	7:01:30 PM	0:00:00

	How do yo know your draft is saved?	7:01:30 PM	0:00:00
	It looks garunteed to me, down below it says in green that my message has been auto-saved.	7:01:30 PM	0:00:00
	Trust it?	7:01:30 PM	0:00:00
	Yes.	7:01:30 PM	0:00:00
	#t4 Beth Smith	7:01:30 PM	0:00:00
	Last week of august, test results	7:01:30 PM	0:00:00
	I would first in the search message folder, search Dr. Smith. It'll tell me the newest to the oldest. And I'm looking right at messages 1-10. And there are the test results, August 29. I would click that message if I wanted to see it.	7:01:30 PM	0:00:00
	We entered 'test results'. Would you?	7:01:31 PM	0:00:01
	IF I was looking for results from a test, then yes.	7:01:31 PM	0:00:01
	So what you see makes sense?	7:01:31 PM	0:00:01
	Yes.	7:01:31 PM	0:00:01
	The highlighting tells us the system searched in the subject line - would you expect it to search anywhere else?	7:01:31 PM	0:00:01
	I would assume the search everything that has either singular word or both words.	7:01:31 PM	0:00:01
	By everything? What parts?	7:01:31 PM	0:00:01
	The body of the message - not in the actual message because it might not apply. But the subject of the message.	7:01:31 PM	0:00:01
	What folder was your message found in?	7:01:31 PM	0:00:01
	In this case? I'll check them all...My inbox	7:01:31 PM	0:00:01
	What tells you that it's in the inbox?	7:01:31 PM	0:00:01
	Because it's coming from somebody else to me.	7:01:31 PM	0:00:01
	Please rate experience of searching for a message	7:01:31 PM	0:00:01
	5	7:01:31 PM	0:00:01
	What part of the search feature did you find valueable	7:01:31 PM	0:00:01
	I like how the messages are sorted newest to oldest. But, the word search would eliminate looking at every message in your inbox when youre looking for something specific. Which is very helpful, instead of searchiing through every message.	7:01:31 PM	0:00:01
	Take us back to the inbox	7:01:31 PM	0:00:01
	<i>User does so easily</i>	7:01:31 PM	0:00:01
	#t5 Creating a folder	7:01:31 PM	0:00:01
	Walk me through creating a folder	7:01:31 PM	0:00:01
	<i>User takes a moment</i>	7:01:31 PM	0:00:01
	<i>User scans the screen</i>	7:01:31 PM	0:00:01
	I want to create a new folder, or find a folder I already created?	7:01:31 PM	0:00:01
	We want to make a new folder.	7:01:31 PM	0:00:01
	I would think we'd go to the My folders area which would give us an option to make one	7:01:31 PM	0:00:01
	My suggestion, make a section on the inbox	7:01:31 PM	0:00:01
	Create a new folder (on the inbox page) maybe underneath on the side under my folders	7:01:31 PM	0:00:01
	Something to tell individuals their creating something new...Try to keep it all on one page	7:01:31 PM	0:00:01
	Click on My Folders, what would do	7:01:31 PM	0:00:01
	Haha, you made me do the same thing just with extra steps!	7:01:31 PM	0:00:01
	<i>User easily creates new folder</i>	7:01:31 PM	0:00:01
	Were you successful?	7:01:31 PM	0:00:01
	Yes.	7:01:31 PM	0:00:01
	Change name from cardio to doc name how?	7:01:31 PM	0:00:01
	I would think I woul dclick on that folder that says cardio. Of course, there's the answer - edit folder name	7:01:31 PM	0:00:01
	<i>User has no problem saving new name</i>	7:01:31 PM	0:00:01
	Successful?	7:01:31 PM	0:00:01
	Yes.	7:01:31 PM	0:00:01
	How can you tell?	7:01:31 PM	0:00:01
	The green check at the top.	7:01:31 PM	0:00:01
	Please rate creating a folder	7:01:31 PM	0:00:01
	4	7:01:31 PM	0:00:01
	Because we had to go to another screen?	7:01:31 PM	0:00:01
	Yes, anytime you have to bounce around it can make it difficult for some individuals who may lose track.	7:01:31 PM	0:00:01
	Take us back to My Folders.	7:01:31 PM	0:00:01
	Remove folder?	7:01:31 PM	0:00:01

	Click on kidney folder, then click on remove the folder. Simple!	7:01:31 PM	0:00:01
	Successful?	7:01:31 PM	0:00:01
	Yes, folder succesfully removed.	7:01:31 PM	0:00:01
	Rate your experience	7:01:31 PM	0:00:01
	5	7:01:31 PM	0:00:01
	KISS...sometimes the VA makes it too complicated. Sometimes it	7:01:31 PM	0:00:01
	Examples?	7:01:31 PM	0:00:01
	I was having trouble downloading documents to create a mileage	7:01:31 PM	0:00:01
	Where are you?	7:01:31 PM	0:00:01
	About 70 miles from Tampa	7:01:31 PM	0:00:01
	That's why I have community doctors	7:01:31 PM	0:00:01
	Do you use folders right now?	7:01:31 PM	0:00:01
	Currently I don't use any folders. In most cases what I do, any doc	7:01:31 PM	0:00:01
	Scroll down	7:01:31 PM	0:00:01
	#t6 What on the screen is important?	7:01:31 PM	0:00:01
	I see a homepage for messages and to compose messgaes..The	7:01:31 PM	0:00:01
	<i>User describes elements as he scrolls down - messages, attachments etc.</i>	7:01:31 PM	0:00:01
	Thank you for that	7:01:31 PM	0:00:01
	Very similar to the way it is now, very simple	7:01:31 PM	0:00:01
	Have a friend who is new to MHW - when to expect a response	7:01:31 PM	0:00:01
	According to your information, it can take up to 3 days. It's right at	7:01:31 PM	0:00:01
	Have you seen this info before?	7:01:31 PM	0:00:01
	I just saw it then.	7:01:31 PM	0:00:01
	What would you tell the same friend left arm numb?	7:01:31 PM	0:00:01
	I would try to ask them to get more information about his arm. Wh	7:01:31 PM	0:00:01
	IF your chest is hurting get your butt ot the hospital, it coul dbe yo	7:01:31 PM	0:00:01
	Notice the blue box. Do you remember seeing these today?	7:01:31 PM	0:00:01
	I don't remember seeing something like this before, no.	7:01:31 PM	0:00:01
	Under 'in crisis', what does crisis mean?	7:01:31 PM	0:00:01
	You're scared about something or worried about something. Ther	7:01:31 PM	0:00:01
	Mod regains control of computer	7:01:31 PM	0:00:01
	Thank you for time. Anything else	7:01:31 PM	0:00:01
	I like what you did. A few recommendations to kep from bouncing	7:01:31 PM	0:00:01
	You're doing things, making it more complicated. It should be eas	7:01:31 PM	0:00:01
	Thank you take care	7:01:31 PM	0:00:01
	Have a happy thanksgiving.	7:01:31 PM	0:00:01
	End	7:01:31 PM	0:00:01

	Transcript	Clock Time	Time Stamp
Tags/Key:			
Type "Start" here when recording starts >	start	12:10:07 PM	0:00:00
	what device are you using?	12:14:16 PM	0:04:08
Bold: What the moderator says	I don't know what its called. Its my sons gaming thing. You can separate the keyboard from the.... Its a tablet.	12:14:47 PM	0:04:40
Regular type: What the participant says	do you have a mouse?	12:14:54 PM	0:04:47
<i>Italic: Participant actions (e.g., scrolls...)</i>	no	12:14:55 PM	0:04:47
	do you just scroll with two fingers then?	12:15:05 PM	0:04:58
	no, I have a mouse	12:15:12 PM	0:05:04
	great!	12:15:18 PM	0:05:10
	what do you do for a living?	12:16:37 PM	0:06:29
	management analyst for the army. I have a computer and two screens over here on the side.	12:16:56 PM	0:06:49
	I hate ipads.	12:17:21 PM	0:07:13
	does your mouse have a scroll?	12:17:28 PM	0:07:21
#q1 = Question 1, etc.	yes	12:17:31 PM	0:07:24
#t1 = Task 1, etc.	I'm going to give you control of my screen.	12:17:39 PM	0:07:32
technical difficulties	#t1 First Task: Message threads	12:20:42 PM	0:10:34
	<i>I see 13 messages, back and forth. Theres a draft.</i>	12:21:06 PM	0:10:58
Emotions:	how do you know there are 13?	12:21:13 PM	0:11:05
Confident	I see it right here.	12:21:17 PM	0:11:10
Confused	how would you see the rest?	12:21:23 PM	0:11:16
Angry/Frustrated	click on the hyperlink	12:21:30 PM	0:11:23
	click on the first.	12:21:38 PM	0:11:30
Task Success/Fail:	is that hwat you expected?	12:21:45 PM	0:11:37
Success	yes.	12:21:46 PM	0:11:39
Fail	how many unread?	12:21:50 PM	0:11:43
	uh. Sigh. 2.	12:21:58 PM	0:11:51
	why	12:22:00 PM	0:11:52
	the dot on the lefthand side is still dark. And the other don't have a dot.	12:22:13 PM	0:12:05
	if you were to open 9/1... expect?	12:22:22 PM	0:12:15
	id expect to see the complete message. And it seems like the previous message would also open as a continuation of the previous message.	12:22:46 PM	0:12:38
	<i>opens message</i>	12:22:50 PM	0:12:42
	cclose that please	12:22:57 PM	0:12:50
	<i>clicks on arrow</i>	12:23:02 PM	0:12:54
	any change here?	12:23:07 PM	0:12:59
	yes.	12:23:18 PM	0:13:10
	it shows that the message that was opened up was read. And I still have one that hasn't been read yet.	12:23:37 PM	0:13:30
	scroll up to the top.	12:23:43 PM	0:13:36
	#t2 Second Task: Replying to a message	12:23:50 PM	0:13:42
	well I read Dr.. Doolittles information. And I will click on reply [at the bottom] and I will start typing my response.	12:24:12 PM	0:14:05
	rate replying a message	12:24:24 PM	0:14:17
	<i>holds up 5 fingers</i>	12:24:34 PM	0:14:26
	lol I havent even finished asking the question!	12:24:44 PM	0:14:37
	its very simple .what I was expecting.	12:24:52 PM	0:14:45
	attach?	12:24:56 PM	0:14:49
	I would go down to attach file, click on it, search my computer for the file that I want to attach, and it should automatically attach it.	12:25:22 PM	0:15:14
	<i>success</i>	12:25:23 PM	0:15:16
	were you successful?	12:25:28 PM	0:15:21
	yes. Because its here. And I could remove it or add another one.	12:25:41 PM	0:15:34
	remove htat.	12:25:45 PM	0:15:38
	<i>success</i>	12:25:48 PM	0:15:41
	rate attach and remove	12:25:55 PM	0:15:47
	5 [with hazz hands]	12:26:04 PM	0:15:56
	I have a question. I didn't look if I could add more than one file.	12:26:20 PM	0:16:12
	have you sent files in sm? How many?	12:26:27 PM	0:16:19
	yes. I think 5? I cant recall. I had the same thing with mary washington hosp. with my chart sometimes I have to add more than one.	12:26:53 PM	0:16:45
	is that something you would like to have?	12:27:00 PM	0:16:53

	yes.	12:27:02 PM	0:16:54
	what if you wanted to discard?	12:27:18 PM	0:17:10
	discard draft.	12:27:24 PM	0:17:16
	what would you expect?	12:27:30 PM	0:17:23
	that my response to the person would disappear and the message would pop up just like a regular message would come in.	12:27:51 PM	0:17:44
	what make you say that?	12:27:55 PM	0:17:48
	because I discarded it. If I didn't it would show up in the draft section on the left.	12:28:11 PM	0:18:04
	what would you do if you wanted to save?	12:28:18 PM	0:18:11
	I would place it in the draft.	12:28:24 PM	0:18:17
	I would look at the message and see if there was a save.....	12:28:36 PM	0:18:28
	I'm looking for a save button.	12:28:41 PM	0:18:33
	where would you expect it?	12:28:57 PM	0:18:49
	I would put it here [to the right of the discard button]	12:29:17 PM	0:19:10
	any way you can tell if your draft would be available anyway?	12:29:35 PM	0:19:27
	not that I can tell here	12:29:39 PM	0:19:32
	<i>[Participant was hovering near the green box]</i>	12:29:59 PM	0:19:51
	#t3 Third Task: Finding a message	12:30:02 PM	0:19:55
	I would go to the inbox, scroll down...	12:30:10 PM	0:20:02
	either that or I could click the search box and type the doctors name.	12:30:23 PM	0:20:15
	would you expect these results?	12:30:43 PM	0:20:36
	yes	12:30:44 PM	0:20:36
	do you see your message?	12:30:48 PM	0:20:41
	what was the date?	12:30:53 PM	0:20:46
	yes. Top one.	12:30:57 PM	0:20:49
	what folder did the system find that in?	12:31:06 PM	0:20:59
	<i>hovers over conversations</i>	12:31:17 PM	0:21:09
	convo's in the inbox I believe	12:31:24 PM	0:21:17
	you don't sound so confident...	12:31:30 PM	0:21:22
	oh here in the inbox	12:31:35 PM	0:21:27
	<i>points to inbox over the search box</i>	12:31:45 PM	0:21:38
	highlights. Anywhere else you would have expected it to look?	12:32:02 PM	0:21:54
	the message itself.	12:32:06 PM	0:21:59
	the body of the message.	12:32:16 PM	0:22:08
	anywhere else?	12:32:20 PM	0:22:13
	subject line. Body of the message. I can't think of anywhere else.	12:32:32 PM	0:22:24
	any parts valuable?	12:32:38 PM	0:22:31
	everything! Perfect.	12:32:43 PM	0:22:36
	rate finding a message	12:32:50 PM	0:22:43
	fiiiiive	12:32:55 PM	0:22:47
	confident	12:32:58 PM	0:22:51
	I have a question. Is there a search that says more than just the inbox?	12:33:13 PM	0:23:06
	you tell me. Anywhere else?	12:33:23 PM	0:23:15
	It doesn't say where.	12:33:30 PM	0:23:22
	<i>clicks on search messages in left navigation</i>	12:33:42 PM	0:23:34
	I'm looking to search in all folders. Send, received, trash. I might have lost it, so I would want to find it then.	12:34:13 PM	0:24:06
	would you like that to happen?	12:34:20 PM	0:24:13
	yes	12:34:21 PM	0:24:14
	and you're still going to give us a 5?	12:34:29 PM	0:24:22
	yes.	12:34:30 PM	0:24:23
	I'm here for you!	12:34:39 PM	0:24:31
	ive seen some of my suggestions appear.	12:34:51 PM	0:24:43
	#t4 Fourth Task: Organizing a message	12:35:21 PM	0:25:14
	create a folder	12:35:55 PM	0:25:48
	easy. I'd go to messages on the lefthand side [hovers over the messages header in left navigation] and right click.	12:36:18 PM	0:26:11
	right click?	12:36:23 PM	0:26:15
	usually I'd right click and it would give me the option to make a new folder and whatnot.	12:36:46 PM	0:26:39
	our prototype doesn't have the right click function.	12:36:57 PM	0:26:50
	holy cow. I have to read now.	12:37:06 PM	0:26:59
	ive never done nothing without right click.	12:37:19 PM	0:27:11
	pretend like its 1999.	12:37:31 PM	0:27:24

	how would I make a folder....	12:37:37 PM	0:27:30
	I will go to my folders and hopefully theres something there for me.	12:37:54 PM	0:27:46
	<i>success</i>	12:38:00 PM	0:27:52
	success?	12:38:06 PM	0:27:58
	yes maam. Number 5!	12:38:12 PM	0:28:05
	rate create	12:38:20 PM	0:28:13
	I have to give you a 3.	12:38:25 PM	0:28:18
	why?	12:38:27 PM	0:28:20
	no right click.	12:38:30 PM	0:28:23
	I need it. I'm hooked on the right click.	12:38:39 PM	0:28:31
	you arent the first person to bring that up.	12:38:49 PM	0:28:42
	change the name	12:39:01 PM	0:28:54
	should I say it?	12:39:07 PM	0:28:59
	don't say right click because its not gonna work.	12:39:15 PM	0:29:08
	I believe I would click on it, and it would give me the choice to edit the folder name.	12:39:36 PM	0:29:29
	<i>success.</i>	12:39:41 PM	0:29:34
	success?	12:39:48 PM	0:29:40
	yes maam.	12:39:53 PM	0:29:46
	what tells you that?	12:39:59 PM	0:29:51
	because I did it.	12:40:01 PM	0:29:54
	and ill give you a 3 on that too. Because of the right click.	12:40:12 PM	0:30:04
	get rid of kidney folder.	12:40:28 PM	0:30:20
	right click!	12:40:31 PM	0:30:24
	I right click for everything!	12:40:45 PM	0:30:38
	I will click on it and remove.	12:40:57 PM	0:30:49
	<i>success.</i>	12:41:02 PM	0:30:55
	do I really want to do it? Yes, that's why I did it!	12:41:16 PM	0:31:09
	what would you expect if there were messages?	12:41:25 PM	0:31:17
	theyd be gone forever and ever. Well theyd be in the trash.		
	Nothing should be gone from your computer until you empty your trash can.	12:41:49 PM	0:31:42
	do you use folder?	12:41:54 PM	0:31:47
	yes	12:41:56 PM	0:31:48
	folders in sm useful?	12:42:03 PM	0:31:55
	yes. I use it now.	12:42:07 PM	0:32:00
	#t5 Fifth Task: Patient Safety	12:42:31 PM	0:32:23
	clicks continue	12:44:13 PM	0:34:06
	compuse a message. We are in my health. [reads through left navigation]	12:44:27 PM	0:34:20
	<i>reads through categories.</i>	12:44:34 PM	0:34:27
	this looks like my regular one.	12:44:40 PM	0:34:33
	doesn't look diff?	12:44:45 PM	0:34:38
	no.	12:44:47 PM	0:34:39
	fellow veteran...response?	12:44:58 PM	0:34:50
	oof well I can only talk about myself. To me, less than 24 hours. Do expect to have the interaction with the Dr.. Right away. Usually when you respond they coem right back at you if you're lucky.	12:45:33 PM	0:35:26
	what if they are having an emergency?	12:45:45 PM	0:35:37
	definitely message your Dr.. But at the same time ccall... theres a number to call an online number that you can dial your nurse directly. I don't know if its here.	12:46:22 PM	0:36:15
	if they were having chest pains?	12:46:28 PM	0:36:20
	call 911.	12:46:30 PM	0:36:23
	you said compose message, then did you just go down the screen.	12:46:52 PM	0:36:44
	yes	12:46:53 PM	0:36:46
	did you see the blue box earlier?	12:46:59 PM	0:36:52
	<i>pause</i>	12:47:10 PM	0:37:03
	I think so? I don't know because I was focusing on something else.	12:47:25 PM	0:37:17
	when	12:47:28 PM	0:37:20
	in the beginning I think?	12:47:33 PM	0:37:26
	anything like this now on sm?	12:47:40 PM	0:37:32
	<i>thinks</i>	12:47:43 PM	0:37:36
	I don't know. And I was just on yesterrday. I just know to call 911 so I skip it.	12:48:05 PM	0:37:57
	what does crisis mean to you?	12:48:10 PM	0:38:02

	well..... Theres a lot of things that can happen mentally to a person.... Can we skip the question.	12:48:25 PM	0:38:18
	yes absolutely. Sorry if I touched a nerve there.	12:48:40 PM	0:38:33
	any other thoughts?	12:48:57 PM	0:38:49
	ok you have 3 5s and 3 3s. I'm trying to average you out here.	12:49:19 PM	0:39:11
	your product and your research are really semthing that I enjoy. And not because of the money. But because of the presence and the changes you're making. You're making it easy for us and I thank you from the bottom of my heart.	12:50:00 PM	0:39:52
	I'm gonna think hard about this right click for you!	12:50:24 PM	0:40:17
	can you right click in sm now? ?	12:50:32 PM	0:40:24
	I'm gonna try.	12:50:36 PM	0:40:28
	right now?	12:50:38 PM	0:40:31
	yes!	12:50:40 PM	0:40:32
	I'm very curious if this is a new or returning dissappointment.	12:50:54 PM	0:40:47
	I'm used to using this computer I don't know why I set it up [referring to his son's I think]	12:51:18 PM	0:41:10

	Transcript	Clock Time		
Tags/Key:				
Type "Start" here when recording starts >	Start	10:55:39 AM	AM	
	Recording begins			
Bold: What the moderator says	MOD DESCRIBES TEST			
Regular type: What the participant says	User is using Samsung phone			
<i>Italic: Participant actions (e.g., scrolls...)</i>	user shares screen			
	TECHNICAL DIFFICULTIES FINDING SCREEN			
	User switches from mobile to desktop			
	User searching for password to get into test			
	User is almost there...			
	MOD SHARES SCREEN FOR USER TO TAKE OVER	11:20:47 AM	25	8
	User has screen - MOD CONTINUES EXPLAINING TEST	11:22:35 AM	26	56
	#t1 New messages, Narin	11:23:12 AM	27	33
#q1 = Question 1, etc.	WHAT WOULD WE SEE IF WE CLICK MESSAGE	11:23:12 AM	27	33
#t1 = Task 1, etc.	It would look like I was trying to send a message to these people.			
	Just a draft.	11:23:35 AM	27	56
technical difficulties	It's about my medication and my dosage.	11:23:47 AM	28	8
	Previous conversations?	11:23:59 AM	28	20
Emotions:	Yes, previous conversations going back and forth, to me	11:24:12 AM	28	33
Confident	Dunwoody is clickable -	11:24:24 AM	28	45
Confused	Is this what you expected?	11:24:43 AM	29	4
Angry/Frustrated	Yes.	11:24:43 AM	29	4
	How many are unread?	11:24:50 AM	29	11
Task Success/Fail:	I can't tell.	11:25:02 AM	29	23
Success	The first message from Dunwoody...what happens on opening?	11:25:12 AM	29	33
Fail	I would expect to see the whole message.	11:25:24 AM	29	45
	On a new screen?	11:25:24 AM	29	45
	No, it would open there and expand. Like in the old system	11:25:41 AM	30	2
	Did you expect this>	11:25:41 AM	30	2
	yes.	11:25:41 AM	30	2
	Now, how many are unread?	11:26:00 AM	30	21
	1, the one with the blue dot in front	11:26:00 AM	30	21
	The blue dot tells you it's unread?	11:26:00 AM	30	21
	Yes.	11:26:10 AM	30	31
	So without opening and closing that one you could tell what the dot meant?	11:26:22 AM	30	43
	Yep. Normally I open a message up right away so I don't have pending messages	11:26:34 AM	30	55
	Basically what I'm saying, they don't send me any messages. The only time I get messages is when I send a message.	11:26:56 AM	31	17
	Mostly for rx renewal?	11:27:02 AM	31	23
	Yes. Or when I'm having trouble with a prescription. I'll text a doc with a problem and say what's going on...notetaker misses what user is saying	11:27:36 AM	31	57
	Back to the original message - How to respond?	11:28:03 AM	32	24
	I would click on reply.	11:28:03 AM	32	24
	User clicks on reply.	11:28:12 AM	32	33
	Please rate replying to a message	11:28:24 AM	32	45
	5	11:28:37 AM	32	58
	#t2 Attach a doc	11:28:49 AM	33	10
	I would first click the attach file, attach the file and send it.	11:29:02 AM	33	23
	I'm 71, this stuff is a lot of times way over my head.	11:29:10 AM	33	31
	Please try to attach a file.	11:29:28 AM	33	49
	User attaches a file	11:29:28 AM	33	49
	Where you successful?	11:29:34 AM	33	55
	It says I was successful.	11:29:46 AM	34	7
	How to remove?	11:29:46 AM	34	7
	Click remove!	11:29:58 AM	34	19
	Great. Please rate adding/removing documents	11:29:58 AM	34	19
	4, now that you taught me how to do it.	11:30:05 AM	34	26
	Why?	11:30:05 AM	34	26

	I had to get used to it because I've never had to do it before. I can do it now but in a month for now I might not know how to do it.	11:30:34 AM	34	55
	<i>Both comiserate on forgetting passwords</i>	11:31:08 AM	35	29
	#t3 discarding a draft	11:31:47 AM	36	8
	What would you do if you want to get rid of a draft	11:31:58 AM	36	19
	Click on trash.	11:31:58 AM	36	19
	difficulty with right-clicking	11:32:21 AM	36	42
	I would backspace and just clean out the message	11:32:32 AM	36	53
	If it's only a sentence or two its probably better to backspace it, you know?	11:32:44 AM	37	5
	Lets say you have a big file and you wanted to make sure you finish it later.	11:33:06 AM	37	27
	I think with this little menu I'd hit drafts.	11:33:06 AM	37	27
	Why?	11:33:17 AM	37	38
	It's just a draft until I send it. Maybe I'm wrong and I close down SM it stays there and it says I have a draft in the SM page.	11:33:39 AM	38	0
	How do you know?	11:33:39 AM	38	0
	It's happened to me. I was looking for a return a message so I opened MHV and I looked and it said I had a draft and I saw the message I didn't send.	11:34:00 AM	38	21
	OR according to this page I could 'discard draft,' I just saw that.	11:34:12 AM	38	33
	IF you clicked on it, what would happen	11:34:22 AM	38	43
	The draft would disappear.	11:34:22 AM	38	43
	Mod moves to next task	11:34:47 AM	39	8
	#t4 Find Beth smith Message	11:34:59 AM	39	20
	How to find?	11:34:59 AM	39	20
	I would scroll down.	11:35:12 AM	39	33
	Lets say theres 100 messages	11:35:12 AM	39	33
	I would look for who sent the message.	11:35:23 AM	39	44
	<i>User scans the current messages</i>	11:35:35 AM	39	56
	Do you see Beth Smith, the last week of Aug...Do you see?	11:35:48 AM	40	9
	Now, how many are unread	11:35:48 AM	40	9
	The last message I got in August was from DUnwoody	11:36:20 AM	40	41
	What could you do to try to fuind the message?	11:36:33 AM	40	54
	Click on the inbox	11:36:33 AM	40	54
	Okay, I think you're in the inbox but go ahead.	11:36:43 AM	41	4
	<i>User opens inboxes</i>	11:36:53 AM	41	14
	Oh no, wait a minute. Search Messages!	11:37:05 AM	41	26
	What would you search	11:37:05 AM	41	26
	Let's say August 25?	11:37:16 AM	41	37
	<i>User enters information - different than 'Test results'</i>	11:37:33 AM	41	54
	Do the results match 'test results'	11:37:45 AM	42	6
	Yes, here from Beth smith...	11:37:45 AM	42	6
	Is this what you would have expected to find?	11:38:01 AM	42	22
	I guess, it's going ot give me all my test results. Or all my messages with test results in the subject line.	11:38:17 AM	42	38
	You can see it was searched in the subject line...where else?	11:38:17 AM	42	38
	No idea. Medical records? Because the test results would be part of my medical records.	11:38:39 AM	43	0
	What folder was it found in?	11:38:52 AM	43	13
	No.	11:38:52 AM	43	13
	Do you remmeber what folder you searched in?	11:39:04 AM	43	25
	Test results. I don't know what other folder it would be in, other than inbox but it wasn't showing in the inbox. Maybe my folders? I don't know.	11:39:26 AM	43	47
	Please rate searching for a message	11:39:38 AM	43	59
	2	11:39:38 AM	43	59
	Why?	11:39:38 AM	43	59
	Someone who is not computer literate wouldn't have searched for test results by typing test results. I would have punched a date in there.	11:40:10 AM	44	31
	Any parts of the search feature you find valuable	11:40:20 AM	44	41

	Once you explained it it was fairly easy. You're walking it through it with me but for someone on their own it might be hard.	11:40:39 AM	45	0
	There might be some little tweaks on the existing system. For me it works great. I can't see any significant changes to Secure Messaging because a lot of people are comfortable with the way it is. Sometimes new things ain't as good as the old things.	11:41:33 AM	45	54
	Please bring back to inbox	11:42:04 AM	46	25
	<i>User clicks on inbox</i>	11:42:12 AM	46	33
	That's easy. That's a 5!	11:42:21 AM	46	42
	#t5 Making folders	11:42:29 AM	46	50
	Jesse has a kidney disease. Create a folder. How?	11:42:53 AM	47	14
	I would go to my folders	11:42:53 AM	47	14
	I would create new folder, then say Doctor Doolittle.	11:43:10 AM	47	31
	Or Kidney, ya know.	11:43:10 AM	47	31
	Then I'd hit save.	11:43:22 AM	47	43
	Were you successful?	11:43:22 AM	47	43
	Yep.	11:43:22 AM	47	43
	Please rate creating a folder	11:43:33 AM	47	54
	5. I've created folders for myself, not in the VA system but for otehr things.	11:43:45 AM	48	6
	Change name from cardio	11:43:52 AM	48	13
	Clickon cardio, edit folder name, then type in doctor...and then save.	11:44:04 AM	48	25
	Successful?	11:44:04 AM	48	25
	Go back ot my folders and there it is	11:44:17 AM	48	38
	Please rate difficulty of renaming folders	11:44:29 AM	48	50
	5. But I use personal folders.	11:44:29 AM	48	50
	I use it on both computer and email system. I use Gmail.	11:44:50 AM	49	11
	<i>User explains his gmail folders and hangin' with da boys.</i>	11:45:46 AM	50	7
	#t6 remove folder	11:45:51 AM	50	12
	How?	11:46:01 AM	50	22
	Click on kidney, remove folder...yes.	11:46:01 AM	50	22
	Please rate	11:46:11 AM	50	32
	5	11:46:11 AM	50	32
	That folder had no messages. What if it had messages?	11:46:24 AM	50	45
	I would send then up to the Dunwoody folder.	11:46:34 AM	50	55
	What would happen the messages?	11:46:43 AM	51	4
	They would be in the system because I didn't delete them from my inbox.	11:46:56 AM	51	17
	Moderator explains last task	11:47:29 AM	51	50
	#t7 Screen assignment	11:47:39 AM	52	0
	Please explain the first things you see.	11:48:36 AM	52	57
	It says compose message. I see when you need help right away...Then I see the normal things, general, covid, appointments...	11:49:18 AM	53	39
	Basically what I see is the same thing I see on the Secure Messge site.	11:49:18 AM	53	39
	You have a buddy who's starting to use SM - when can expect a response.	1:23:53 PM	28	14
	I tell them you should hear back normally 1 to 3 days.	11:49:50 AM	54	11
	Normally I hear back the next day. I think 2-3 days was my primary care from before.	11:50:14 AM	54	35
	What if the same buddy said...hurt myself bad..	11:50:48 AM	55	9
	I wouldn't tell him to message the doctor I'd tell him to go to the emergency room.	11:50:59 AM	55	20
	Or I'd come by to pick you up and take you to the VA clinic.	11:51:22 AM	55	43
	The blue box - do you remmeber seeing that earlier in the prototype?	11:51:53 AM	56	14
	Not really. It could have been there but I wasn't looking for it.	11:52:08 AM	56	29
	On SM is there a message like this?	11:52:20 AM	56	41
	Yeah in the system, especially when you first open MHV. If you feel like commiting suicide... <i>User explains 988 message</i>	11:52:33 AM	56	54
	It's the same message you get when you call the VA.	11:52:53 AM	57	14

	In the middle of the blue box, what does the crisis mean to you?	11:53:03 AM	57	24
	I'm thinking, you're thinking about killing yourself.	11:53:15 AM	57	36
	Have you heard 988?	11:53:24 AM	57	45
	Nope, but I think that's the suicide hotline.	11:53:34 AM	57	55
	Thank you Joe, the info you provided has been helpful...	11:54:07 AM	58	28
	If you wanna do changes do a little bit at a time. Don't toss out the old one. Or if you put a new one have a system where you can use the old one for a little bit	11:54:41 AM	59	2
	Is there anything else?	11:55:03 AM	59	24
	Nope, it's fairly simple once you get used to it. I'm used to the old system and sometimes old is good.	11:55:15 AM	59	36
	Mod ends call	11:56:34 AM	0	55

[illegible]

Tags/Key:	Transcript	Clock Time	Time Stamp
when recording starts	Start (a few mins late because lexi had audio issues)	12:33:14 PM	0:00:00
	<i>Participant is using an iPhone 13. Understands what updating means</i>	12:34:40 PM	0:01:26
Bold: What the moderator says	<i>There are no right or wrong answers slide</i>	12:34:53 PM	0:01:39
Regular type: What the participant says	<i>Participant's camera is on, but it's very dark and their face is unintelligible.</i>	12:37:44 PM	0:04:30
<i>Italic: Participant actions (e.g., scrolls...)</i>			
	<i>Participant suggests putting the scale in reverse order.</i>	12:38:39 PM	0:05:25
	<i>Participant shares screen</i>	12:40:25 PM	0:07:11
	#t1 First Task: Message threads	12:42:39 PM	0:09:25
	scroll to the 3rd down. Explain what youd expect	12:43:29 PM	0:10:15
	I would see 13 msgs from ratana narin, narin is the patient and lovejoy is the jpsychologist. And there would be a convo of 13 messages between them.	12:44:01 PM	0:10:47
	first message from dunwoody.	12:44:08 PM	0:10:54
	youd expect to see msgs from ann dunwoody. Between dunwoody and jesse?	12:44:34 PM	0:11:20
	no between ann dunwoody and the admin. Because it says questions_pugent sound	12:44:54 PM	0:11:40
#q1 = Question 1, etc.	open it.	12:44:57 PM	0:11:43
#t1 = Task 1, etc.	<i>scrolls down.</i>	12:45:04 PM	0:11:50
technical difficulties	theres an attachment that needs to be uploaded.	12:45:15 PM	0:12:01
	how many unread?	12:45:19 PM	0:12:05
Emotions:	hmm.	12:45:24 PM	0:12:10
Confident	<i>scrolls down.</i>	12:45:27 PM	0:12:14
Confused	I'm thinging 2. the two with the darkest dots. And it seems like it has an answer.	12:45:49 PM	0:12:35
Angry/Frustrated	the attachment clip is still there, so I'm thinking maybe they didn't open it and read it yet.	12:46:11 PM	0:12:57
	sept 1st.	12:46:14 PM	0:13:00
Task Success/Fail:	theres another option. So id expect to see another option	12:46:24 PM	0:13:10
Success	different screen?	12:46:28 PM	0:13:14
Fail	right there and then Id have to open up the attachment as well	12:46:38 PM	0:13:24
	open it.	12:46:40 PM	0:13:26
	<i>success</i>	12:46:49 PM	0:13:35
	anything different?	12:46:57 PM	0:13:44
	the dot went away. I don't know if it was read, but at least the person opened it.	12:47:14 PM	0:14:00
	#t2 Second Task: Replying to a message	12:47:22 PM	0:14:08
	tap on reply [while looking at the top button]	12:47:37 PM	0:14:23
	<i>taps on the reply button at the bottom</i>	12:47:48 PM	0:14:34
	actually now I'm seeing that I tapped on the wrong one. I didn't know what do pick.	12:48:12 PM	0:14:58
	that there are two reply buttons can be confusing. I thought the top would be the reply overall.	12:48:32 PM	0:15:18
	<i>Participant continuously scrolls.</i>	12:48:47 PM	0:15:34
	what if you wanted to attach doc?	12:48:56 PM	0:15:42
	mmmmmm.	12:48:59 PM	0:15:46

	go to attachments, and then click on attach file.	12:49:10 PM	0:15:56
	were you succedssful?	12:49:36 PM	0:16:22
	<i>Participant reads title of file</i>	12:49:42 PM	0:16:29
	and it says attach. And I can remove it.	12:49:53 PM	0:16:40
	rate reply	12:50:03 PM	0:16:49
	given that there were options to hit reply... I would say..... A 3. kind of neutral. I was a little confused there.	12:50:29 PM	0:17:16
	rate attach/remove	12:50:37 PM	0:17:23
	5	12:50:38 PM	0:17:25
	get rid of it	12:51:06 PM	0:17:52
	discard.	12:51:18 PM	0:18:04
	what would happen?	12:51:22 PM	0:18:08
	everything I had written would disappear.	12:51:31 PM	0:18:17
	what if you wanted to save?	12:51:37 PM	0:18:24
	<i>Participant continuously scrolls.</i>	12:51:55 PM	0:18:41
	there should be a way to save it.	12:52:02 PM	0:18:49
	I'm going to click on these three lines for in the messages section to see if I could save it.	12:52:21 PM	0:19:07
	I would click drafts	12:52:26 PM	0:19:12
	there should be something that says save or save as. A button.	12:52:37 PM	0:19:23
	where?	12:52:40 PM	0:19:26
	somewhere near in the messages section [Participant is scrolled all the way to the top of the screen]	12:53:02 PM	0:19:48
	oh wait let me try the menu [it doesn't work]	12:53:18 PM	0:20:04
	would your message be saved?	12:53:25 PM	0:20:11
	no it wouldn't. I would just close myself out of it.	12:53:41 PM	0:20:27
	return to inbox.	12:53:45 PM	0:20:31
	<i>clicks breadcrumbs</i>	12:53:50 PM	0:20:36
	#t3 Third Task: Finding a message	12:53:55 PM	0:20:41
	<i>scrolls before mod finishes question.</i>	12:54:09 PM	0:20:55
	whwat would you do?	12:54:15 PM	0:21:01
	um sort messages.	12:54:22 PM	0:21:08
	or [clicks search box]	12:54:29 PM	0:21:15
	is that would you would have typed?	12:54:37 PM	0:21:23
	no. beth smith.	12:54:41 PM	0:21:27
	did you find it?	12:54:45 PM	0:21:31
	<i>scrolls past it</i>	12:54:54 PM	0:21:40
	<i>scrolls back up.</i>	12:54:59 PM	0:21:45
	yes its here.	12:55:01 PM	0:21:47
	what folder?	12:55:04 PM	0:21:50
	I don't understand the question.	12:55:13 PM	0:21:59
	remember specific folders?	12:55:23 PM	0:22:09
	no I don't	12:55:27 PM	0:22:13
	highlighting. Anywhere else you expect?	12:55:38 PM	0:22:24
	hmm...	12:55:41 PM	0:22:27
	you could do it by date if you knew the date.	12:56:24 PM	0:23:10
	would you want the date of the message? Or if someone wrote the date in the body or subject line?	12:56:44 PM	0:23:31
	date and subject.	12:56:50 PM	0:23:36
	rate finding a message	12:57:03 PM	0:23:49
	4	12:57:04 PM	0:23:50
	I think they should have had more options in terms of being able to sort the message.	12:57:25 PM	0:24:12
	like date?	12:57:29 PM	0:24:15

or month. Most times you wont be able to recall the date. I like the newest to oldest.	12:57:45 PM	0:24:31
anything valuable?	12:57:49 PM	0:24:35
that it could look for more than one word	12:57:59 PM	0:24:45
anything else?	12:58:02 PM	0:24:48
no not in particular.	12:58:06 PM	0:24:52
#t4 Fourth Task: Organizing a message	12:58:13 PM	0:25:00
make a folder	12:58:59 PM	0:25:45
<i>scrolls through the list.</i>	12:59:07 PM	0:25:53
jesse is stumped here.	12:59:12 PM	0:25:58
go to my folders under messages	12:59:18 PM	0:26:04
<i>success</i>	12:59:24 PM	0:26:10
rate create	12:59:46 PM	0:26:32
5	12:59:49 PM	0:26:35
BUT theres a caveat to that. You have to know how to do it. Theres nothing there that tells me and will lead me there. You have to start with a knowledge base.	1:00:27 PM	0:27:13
how did you figure it out?	1:00:33 PM	0:27:19
ive done things that way before. I've lost data before and had to redo it.	1:00:56 PM	0:27:42
go back to my folder	1:01:02 PM	0:27:48
<i>CONSTANTLY SCROLLING.</i>	1:01:25 PM	0:28:11
change the name	1:01:30 PM	0:28:16
<i>clicks on the folder.</i>	1:01:38 PM	0:28:24
<i>success</i>	1:01:41 PM	0:28:27
and it says folder successfully renamed	1:01:52 PM	0:28:38
rate changing the name	1:01:59 PM	0:28:45
5	1:02:00 PM	0:28:46
get rid of it	1:02:16 PM	0:29:02
I would click on it.	1:02:23 PM	0:29:09
<i>success</i>	1:02:31 PM	0:29:17
<i>[Participant completes task before reading alert. Said "this cant be done"]</i>	1:03:02 PM	0:29:48
where deleted?	1:03:06 PM	0:29:52
I think they go to cloud heaven	1:03:13 PM	0:29:59
I don't think theyd be deleted forever.	1:03:34 PM	0:30:21
do you use folders?	1:03:43 PM	0:30:29
No but I'll deal with it later.	1:03:52 PM	0:30:38
I have thousands of docs and photos.	1:04:17 PM	0:31:03
if you were an sm user, would the ability to use folders be useful?	1:04:54 PM	0:31:40
yes. I actually like this.	1:04:58 PM	0:31:45
would you consider using sm based on todays adventure?	1:05:09 PM	0:31:55
absolutely.	1:05:12 PM	0:31:58
it looks a little different, and might continue to change, etc.	1:05:29 PM	0:32:15
<i>wait here for further instructions</i>	1:05:46 PM	0:32:32
#t5 Fifth Task: Patient safety	1:05:54 PM	0:32:40
compose a message. So this screen says it can take up to 3 days to get a response. And it tells you what to do if theres an emergency. When to get help right away. [reads through].	1:07:16 PM	0:34:02
do you remember the blue?	1:07:21 PM	0:34:07
yes. In the beginning.	1:07:25 PM	0:34:11

I'm not liking the blue background. I think it should be another color. I don't know what but not blue. I just know I don't like it.	1:07:51 PM	0:34:37
I think the 988 and the 911 need to be a little bolder	1:07:58 PM	0:34:45
esp the 988.	1:08:04 PM	0:34:50
people are more fam with 911 at this point.	1:08:17 PM	0:35:03
are you familiar with 988?	1:08:24 PM	0:35:10
yes.	1:08:25 PM	0:35:12
how would you define crisis?	1:08:37 PM	0:35:23
if you're at a place or at a point where you fele you need help immediately. If you fel like you're goingh to hurt yourself or someone else, you can use this number.	1:09:06 PM	0:35:52
if you were to tell fellow veteran... what would you tell to expect a response	1:09:25 PM	0:36:11
it can take up to 72 hours.	1:09:30 PM	0:36:16
fellow veteran....emergency	1:09:38 PM	0:36:24
are you able to stop the bleeding?	1:09:48 PM	0:36:35
nope I'm bleeding everythwere.	1:09:57 PM	0:36:43
then you need to go to the Emergency room. And once you're there you can message your doctor from there.	1:10:18 PM	0:37:04
I don't like the blue either. Anything that tells you that its important?	1:10:38 PM	0:37:24
is says when to get help right away?	1:10:46 PM	0:37:32
and that told you it was important?	1:10:52 PM	0:37:38
no. because everything is bold. Maybe if it were in a diff color or font.	1:11:07 PM	0:37:53
what would you make the biggest and boldest?	1:11:17 PM	0:38:03
the first two bullets are critical. Theyre crucial. I think there needs to be emphasis on "when to get help right away"	1:11:48 PM	0:38:34
are you currently working?	1:11:53 PM	0:38:40
I'm happily retired. I'm working at glowing every day	1:12:07 PM	0:38:53
did you work out of the military?	1:12:17 PM	0:39:03
I was a reservist for 24 years.	1:12:23 PM	0:39:10
anything else?	1:12:57 PM	0:39:43
I think its important to continue these types of focus groups. Reach out to veterans and see whats important to them.	1:13:18 PM	0:40:04
yay job security.	1:13:30 PM	0:40:17
the end user should be included from the beginning	1:13:40 PM	0:40:26