Conversation Guide

Start recording.

I have started recording. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes ma'am.

Warm-up Questions – 5 minutes

Before we look at the prototype, I'd like to start with a few warm-up questions:

- Over the last month, how have you used VA.gov, MyHealthEVet or any other VA apps to manage your healthcare or benefits with the VA? I have got the VA refill request app and I use it once a month to make my refills. I use MHV to sign on there. I got claims. *Connection issues* I use MHV to check on blood work to get results on that.
- Do you use MHV for prescriptions? I used to until I found the app. <mark>Truthfully, I use the app the most. I like it, it is quicker for me, and easy to go through.</mark>
    - If yes: Which of these sites or apps did you go to most frequently? Why?
    - If no: Move to next question
- Do you have the VA Health and Benefits mobile app?
    - If yes: I got the regular VA as well.
    - When did you first start using it? Guessing probably the end of 2021.
    - What are the main reasons you use it? I don't really use it a whole lot. I found all the different apps and just downloaded them. I am not sure if I have logged in that much. I think I logged in to look around. I haven't been on it since then.
    - How frequently do you go into the app? Daily? Weekly? Monthly?
    - What do you like best? What do you wish you could change?
    - If no; Move to next question
- Do you currently use any digital services such as VA.gov, MHV, or the Rx refill app to view and manage your prescriptions?
    - If yes: What is your experience like using these tools? <mark>I like it. It is quick, easy to scroll through, I like that it tells you your possible refillable prescriptions, I like that they are listed on one page, and that you click and click the button on the bottom.</mark> I have used it for tracking history in case I lose the tracking email, but not very often.
    - Have you looked at prescription history on the app? Yes, when I was talking to a provider about my prescriptions.
    - If no: How do you currently view and manage your prescriptions?

Prescription Mental Model – 5 minutes

Thank you for sharing that. It helps me understand your experience across a range of VA related products. Now I'm going to ask you a few questions about your experience with managing your prescriptions.

Task

- Take me through how you manage your prescriptions. Do you use digital services? How do you use them? If you don't use digital services, how do you manage them? I have 7-day strip that I keep my medication in. I can see which bottles I am about to refill and go to the app and refill as needed each week. I think my strip runs out every Friday and that is when I will refill if need be.
- When do you request refills? When I have about a week left in the bottles.
- You said you set the bottles aside that you need to refill, is that how you keep track of what to refill? Yes.

Pharmacy Landing Screen – 5 minutes

Thank you for sharing that. Now, we're going to take a look at a few things in a prototype that we're developing for the VA Mobile App. If you have the prototype link handy, feel free to pull that up now and share your screen. If you don't have the link I can send it in the chat as well.

[Figma prototype](#)

Before we select anything or navigate anywhere else I'd like to pause on this screen and have you look around and speak to what you're seeing and thinking. Feel free to scroll up and down, but just remain on this screen

Task

- What stands out to you first when looking at this screen? I will say that I like that tracking number being above the medication you are getting. I love that it tells you when it shipped. I like that it shows it split up each tracking and what is coming together. That is a whole lot better. It is a huge improvement.
- Does that make it easier on what is coming? Yes. Send renewal request, I like that because right now to do renewal I am not sure on how to do it with the app I have right now. I am sure you can do it, but it is not as easy and this. Typically, I go and see my provider and he will go down the list of prescriptions and will renew the prescriptions.
- You mentioned he gives you a 6-month supply, does he physically give you the medication or the refill request? The request.
- What do you think you can do here?

Refill Modal – 15 minutes

Task

- Imagine a scenario where you need to refill a prescription for Advil, how would you go about doing that? Remember to speak out loud as you go through the process. I would go in click on the refill prescriptions, scroll down to Advil, click on the box, and then request the refill.

- Where do you expect to find the prescription, you just requested a refill of? ==You know what would make that easy, where you have prescription tracking if you had the ones with the tracking numbers, the medications waiting to be filled or something like that. Anything that I had requested would be on that one scroll but separated into groups that have tracking information and ones without tracking information. It would be easy to see everything. Say something is taking a little longer, I am running low, if I could have one page that shows that list I can see if it has a tracking number or I can see where it is in the process. I do not have to look at different pages.==

- Have you not ever received a prescription before? No, my VA does a great job of getting my medication to me in time.

- What would you do if you did not receive your medication in time? I am 20 minutes from my local VA, so I would take my bottle and go up to the VA pharmacy to get it taken care of.

- How do you expect to receive your requested refills?

- *If they're no longer in the modal: I'd like for you to go back to the screen where you selected the Advil prescription for refill.*
  - Refillable tab: What information do you need to determine if you would like to refill a prescription? Using the name on the bottle and I look to make sure there are refills left.
  - Do you ever look at the RX number or instructions? Very rarely. I just ensure the names match.
  - Do you ever have medication that have the same name but different dosage? No all of mine are the same.
  - Non-refillable tab: What do you think these prescriptions are? ==I am curious because it says non-refillable, but it says active submitted or active refill in progress. I think the non-refillable is a little confusing it should be medication that have zero refills. That is a little misleading. If it says Active non-refillable would make a little more sense.==
  - What does Active mean to you? It is in some stage of them working on it in the pharmacy.
  - Do you think there should be another tab? I like seeing it all in one, but if you are going to do it separate by those with tracking information and one with no tracking information on same page. Do not use non-refillable use active.
  - Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning? If I wasn't sure I would call the pharmacy and ask them what the status means.

Prescription History Screen – 10 minutes

Task

- If you wanted to view your prescription history, how would you go about doing that? Remember to speak out loud as you go through the process. I did see under pharmacy tools, I would click on prescription history, and they would bring up the history. I know my current one will show me active, discontinued, and suspended medication. It looks a lot like the other app that I use.
- Do you have any issues on the other app under prescription history? I don't remember having any.
- What prescription information do you need to know when looking at this list? Pretty much yes. Like I said I don't use it that much, so I am not too familiar with it. I have just used it once or twice.
- Would you want to see all this history, or would you want some of this information hidden? Truthfully *connection issues* that historical data I can already see what is active, so in the ==history it is not needed to repeat that information. Just in history should be what you are not using anymore. Expired or discontinued that makes more sense because the other page shows me what I am already actively taking. You see what I mean with prescription history it should start with expired medication. You shouldn't repeat what you listed on the other page. Let it be historic data.==
- Have you ever had medication that you do not have to take daily but just as needed? I have one that I take *connection issues* I take two shots once a month and another medication I take as needed.
- How do you refill those medications? The shots I try not to order until a week out. The other medication as I am running low, half a dozen pills, I will go ahead and refill. I would expect them to show on the active page.
- If you wanted to only see prescriptions that were active, how would you go about doing that? Should be this filter and click active. ==Filter works pretty well.==

Prescription Details Screen – 5 minutes

Task

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that? Scroll and hit the right arrow.
- What do you think about the prescription information presented here? What about the grouping? I like the phone number in case I have a question. Last filled date and expire date one is good.
- Why do you like last filled date is good? *Connection issues* ==See how the RX number is on the very bottom, see how the name of the medication is on top, can you put that information together? You asked me if I looked at the name or the RX number, if someone is not like me and looks at the medication name would have to scroll all the way at the bottom to find that information. I don't know think people would want to scroll all the way down to find the information they use.==

- Do you think the RX number is more important when ordering or just getting more details? <mark>I think it would be important both ways. Maybe they would want to match all the information on the bottle.</mark> Just the thought if it is something would use to match their bottles have it be all together.
- Why is the refill date matters to you? The computer had messed up when I was ordering my medication once, and I had to drive down to the pharmacy to get that fixed. <mark>That last filled date really helped me remember that I needed that medication for the month. Having it somewhere easy to find made it easy for me.</mark>
- Would you like to have the last refill date on the previous page or in details? I like having it on the details page. I like how the last refill date next to how many refills are left.
- What does the last fill date mean? That means the last time the pharmacy filled and mailed out that prescription.
- How is that tied to the how many refills left number? I mean the last filled date and how many refills left you can call or go up to the clinic and see why you can not get that medication.

Prescription Tracking Screen – 5 minutes

Task

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that? Go back to main screen. Prescription tracking is on the main page here and you could click on the tracking number, and it should take you to the carrier to show you where it is. I do not see the Motrin on here. Here we go. You should be able to click on the number. It shows you the number, the carrier, and the date shipped.
- Would you expect it to bring you here, or to the carrier's site? <mark>It is okay to bring you here, but if you click on the tracking number within this page it should take you to the carrier's page. This way you can click on the tracking number to get more details.</mark>

Tracking Details Modal – 5 minutes

Task

- When viewing a tracked prescription, what information would be important for you to know about that prescription? If it has left the pharmacy. Usually, I will get an email from the VA once the process has started.
- Would you expect to see that here or when you click the tracking number? *Connection issues* Currently they will send me an email with the tracking number, you click on the tracking number, takes you to the post office site, and the post office will tell you where your prescription is at within the shipping process.

- The emails you get are they shipped once or multiple times? <mark>Just the once time at the beginning, then it is up to me to check on it daily to see where it is in the process. I only check it daily depending on how long it has taken to get to me. Most times I wait a couple days to get an update.</mark>

Post-Task Interview – 2 minutes

- Was there anything you found difficult or annoying about the things we asked you to help us test today? Nothing really. As far as going through it is simple.
- Was there anything you liked or found useful about the things we asked you to help us test today? I like the initial screen. Just thinking about what I suggested with the front-page information I think will make a big improvement.
- Do you have any questions for me? Do you know when they will be bringing this out or is this still being worked on?
- Hopefully not too far in the future, we are still working on it.

Thank You & Closing – 2 minutes

We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans who might be willing to participate in a future user research session?

- If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!

Emergency Exit Strategy

We will be using the out of question exit strategy if an emergency arises:

- Exit strategy: We have covered all the questions I have for you today. Thank you so much for your time and feedback.