Participant	Refill Button ->	Initially noticed refill button?	Had to be prompted?	Understood the value / purpose?	Mental model?	Favorable?	Notes	Tabs ->	Initially noticed tabs?	Had to be prompted?	Understood purpose / met expectations?	Useful?	Notes	Landing page ->	Wanted landing page?	Difficulty navigating?	Reason for difficulty?	Found list overwhelming?	Notes
		11	3	9	N/A	6	N/A		8	2	12	10	N/A		3	4	N/A	1	N/A
Participant 1		Yes	Yes	Unclear	Drill In	Unclear	Noticed the button but had to be prompted to click on it (wasn't thinking that was the way to refill). First instinct was to drill in and refill from details screen		No	Yes	Yes	Didn't Ask	Did not notice the "Processing" tab.		Didn't Ask	Yes	Refill Button & Tabs	Unclear	Struggled with finding the refill button and the tabs. Although he was able to navigate the shipped tab once he knew the tabs were there.
Participant 2	Didn't Test							Didn't Test						Didn't Ask					
Participant 5		No	No	No	Expected MHV	Unclear	Initially didn't see the button, but was able to go through the flow without being prompted. Expected it to work like MHV with checkboxes on the right		No	No	Yes	Didn't Ask	Didn't notice the tabs at first because the "top blends in with the rest of the screen". Was able to navigate to the tabs without being prompted. Was also thinking of using the filters to isolate submitted refills.		Yes	No	N/A	Yes	Wanted a "refill homepage" since there are other actions besides refilling. Thinks having a refill home page would be clearer re: what the intent is, and what they can do. Said that you can get information overload with this list and additional functions on here. How Was initialy tripped by the refill request button but was thinking of it as MHV (see notes in "Refill Modal"). Missed the tabs b/c they weren't obvious enough.
Participant 6		Yes	No	Yes	Expected MHV	Yes	Noticed the button but expected it to work like MHV with checkboxes on the right and then she would select the button. Eventually was able to go through the flow without being prompted.		Yes	No	Yes	Yes	Re: shipped tab, she thinks she'd use it - "If I ran out of medicine, I would go there to check it to see if it's been shipped"		Didn't Ask	No	N/A	No	Was initialy tripped up with the refill request button but was thinking of it as MHV (see notes in "Refill Modal").
Participant 8		Yes	No	Yes	N/A	Yes	Quickly when through it - minimal to no hesitation		Yes	No	Yes	Yes	Likes having the medication list and tabs in cases where you might have lapses in memory, so it's nice to be able to verify/ check		No	No	N/A	No	DQ: "It's self exapnatory & folks should be able to look & see what they need to do jsut by looking at screen"
Participant 9		Yes	Yes	Yes	Expected MHV	Yes	Had to be prompted. Noticed the button but ignored it because he was focused on everything else on the screen. Didn't register that he could refill prescriptions that way, but the modal met expectation. Initially expected it to work like MHV with checkboxes on the right		Yes	No	Yes	Yes	Would uses the tabs to "tracking" the status of his prescriptions (what stage in the process it's in)		No	Yes	Refill Button	No	Had to be prompted for the refill button. Noticed the button but ignored it because he was focused on everything else on the screen. Was initially overwhelmed with the screen but said that it was "fine" after he had time to get used to it.
Participant 11		Yes	No	Yes	N/A	Unclear	Quickly when through it - minimal to no hesitation		Yes	No	Yes	Yes	Likes the idea of using tabs to be able to filter down prescriptions, so that she doesn't have to go through the list and read through statuses to determine what the pharmacy is and isn't processing		No	No	N/A	No	Wouldn't want a landing page since it would add extra steps/buttons. Likes that the list now follows the KISS method and allows her to easily navigate to where she wants to go
Participant 12		Yes	No	Yes	N/A	Yes	Quickly when through it - minimal to no hesitation		Yes	No	Yes	Yes	Liked tabs - thought it was an easy, simple way to navigate different "types" of prescriptions		No	No	N/A	No	Wouldn't want a landing page since he thinks the list screen is simple enough
Participant 13		Yes	No	Yes		Yes	Quickly when through it - minimal to no hesitation		No	Yes	Yes	Yes	Thought tabs should have bolder type because missed it the first time looked at it. Similar to the Rx name. Bolder or different font. Mentioned that he would use it check in the status of a refill. Would use "all" for refilling, "processing" to see what's happening with the refill, and "shipped" to see when a refill has been shipped out		Unclear	Yes	Tabs	No	Was unclear on if he would find a landing page useful or not, but did say that he liked the list and thought it would be easy to use. Missed tabs b/c they weren't obvious enough.
Participant 14		Yes	No	Yes	N/A	Unclear	Quickly when through it - minimal to no hesitation		No	No	Yes	Yes	Was able to get through the tabs without being prompted but" when i first looked at the tabs, didn't see all - processing - shipped right away... regular text almost, can't even tell it's a tab". Could be interpreted as information Would he use the tabs to check on the status of a refill request? Yes, would go to 'shipped' and then tap tracking, or go to the 'processing' tab		Unclear	No	N/A	No	He was unsure if he would want a landing screen or not. Said that he would have to see it and use it to make that call. Biggest reason for wanting a landing page is cause the tabs aren't as prominent. Was able to get through the tabs without being prompted but didn't notice them at first.
Participant 15		Yes	No	Yes	Expected MHV	No	Noticed the button and was able to go through the flow without being prompted but expected it to work like MHV with checkboxes on the right. The wording of the button threw him off so didn't initially select it		Yes	No	Yes	Yes			Didn't Ask	No	N/A	No	Was able to go through the refill flow without being prompted, but did prefer MHV way (see notes in "Refill Modal")
Participant 16		Yes	No	Yes	N/A	Yes	Quickly when through it - minimal to no hesitation		Yes	No	Yes	Yes	Processing and shipping "added good stuff, for sure" - Does not have that ability through MHV He would definitely use the processing and shipped tabs to track where the refills are		Yes	No	N/A	No	Said he would want an landing page because it would make it easier to find things & could possibly eliminate a screen (?). Would find it useful for some people older than him who find the list screen daunting. HOWEVER when questioned further, he did mention that he liked the simplicity of the list screen and didn't find it complicated.
Participant 18		Yes	Yes	No	Drill In	No	Noticed the button but would have only selected it if she wanted to refill multiple. First instinct was to drill in and refill from details screen. Would still want the ability to refill in the details screen		Yes	No	Yes	Yes	"[Sometimes you're left wondering] 'Did I submit that?'" so this processing list would be nice". She's alluded to having lapses in memory/ trouble remembering things, so it sounds like having multiple ways to verify things is helpful for her		Yes	Yes	Refill Button	No	Personal yes for landing page but thinks it might be overwhelming for some people to have an extra step. Noticed the button but would have only selected it if she wanted to refill multiple (see notes in "Refill Modal")

Participant	Liked info on card?	Important card info	Important card info usage	Wanted additional info?	Additional info wanted	Reason for wanting additional info	Mentioned / liked card colors	Reason for liking colors	Notes
Participant 1	Didn't Ask	Didn't Ask	N/A	Didn't Ask	N/A	N/A	N/A	N/A	
Participant 2	Didn't Test						N/A		
Participant 5	Yes	Didn't Ask	N/A	Didn't Ask	N/A	N/A	N/A	N/A	Would want an alert that an Rx is in that window of being eligible to be refilled. The fill date requires him to do extra calulations to determine when he should refill next and would rather just be alerted of that.
Participant 6	Yes	All	**Instructions:** If they're looking for their Rx instructions they don't have to go to another screen to see that **Refills Left:** Didn't mention/Didn't ask **Fill Date:** Used to determine when she should request a refill **VA Facility:** Used to determine how long a medication will take to get to her	Didn't Ask	N/A	N/A	N/A	N/A	
Participant 8	Yes	Unclear	**Instructions:** Mentioned that it would tell you how many you should be recieving (?) **Refills Left:** Uses that to determine if they need to contact provider for renewal	Didn't Ask	N/A	N/A	N/A	N/A	
Participant 9	Yes	Unclear	Didn't Ask	Yes	Expiration Date	Thinks that since the expiration and phone number are the only details missing. Why not include them on the card and eliminate an extra screen?		N/A	
Participant 11	Yes	Instructions + Refills Left	**Instructions:** To differentiate which medication is which - "take once a day - oh, that must be so and so" **Refills Left:** Uses that to determine if they need to contact provider for renewal	Yes	Next Refill Available Date	Allows her at a glance to know which prescriptions she can refill now (eligible for refill)	Yes	Helps her to quickly understand what stage a prescription is in and if it requires an action	Says that if limited on space instructions aren't as important as refills left
Participant 12	Yes	Unclear	Didn't Ask	Didn't Ask	N/A	N/A	No	N/A	"More information is better information". Used to getting a lot of info when in the military
Participant 13	Yes	Unclear	**VA Facility:** Would use to know where his prescription is refilled from since he get's prescriptions from multiple areas	No	N/A	N/A	No	N/A	Would take out instructions since he get's the instructions on the bottle
Participant 14	Yes	Instructions + Refills Left	**Instructions:** Mentioned that sometimes intructions can rub off of bottles so it would be useful to have this for people to reference **Refills Left:** Didn't ask	No	N/A	N/A	No	N/A	Fill date isn't useful because he fills it when he needs to.
Participant 15	Yes	Didn't Ask	Didn't Ask	No	N/A	N/A	No	N/A	
Participant 16	Yes	Refills Left + Fill Date	**Refills Left:** Didn't ask **Fill Date:** Uses it to estimate when he will get his prescriptions	No	N/A	N/A	Yes	Didn't Ask	
Participant 18	Yes	All	**Instructions:** Mentioned that sometimes intructions can rub off of bottles so it would be useful to have this here without having to go to a different screen **Refills Left:** Didn't ask **Fill Date:** Didn't ask **VA Facility:** Uses it to ID the area of treatment (ex. cardiology) since she goes to different VA clinics	Yes	Expiration Date	Didn't Ask	No	N/A	Thinks it's perfect the way it is and adding addition fields might make it overwhelming.