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Participant	Caregiver	Veteran	Veteran, Army, served 15 years as an officer, captain, then reservist ever since	Adult child of Veteran	Veteran, 3 years, Afghanistan 1 yr, honorably, medically discharged	Veteran; 20 year marine corp veteran, retired	Veteran, US Navy	Veteran, Army 1 yr Iraq, 6 years reserves. Also a VA advocate (attends hearings)
Warm up questions								
Reasons for visiting VA Locations	Medication, Education benefits	While active duty, ripped all the ligaments out of my right leg.	Yes, medication, VA appointments.	Uses VA education benefits through her service, accompanied her for determination of benefits	before the pandemic I was going to see my mental health provider... he was a very thorough doctor. I go for neurology, physical therapy every once in awhile. Cardiology... I'm at a loss for words... Why is my brain shutting down on me?... that's the reason I go.	[Hasn't visited recently] I've actually been calling in, trying to visit but I leave messages and I haven't gotten a call back yet so I just go to my private care doctor like a normally do  I use the VA maybe 2x a year. I do my annual physical so they keep me in the system and maybe I'll go one other time. Most of the time I don't use the VA. I use my private doctors that I get through tricare  I'm also 70% disabled, and I also have things going on with those and I don't want to pay co-pays. I'd rather go to the VA and have them give me the medication or whatever instead of paying \$30-\$40 dollars copay.	Just healthcare reason like physicals or any issues.	Women wellness care and mental health services.
Used Facility Locator in Past?	Yes; for travel. We have a cabin about 3 hours from our home, we've looked up facilities to see if there is one close by.	Yes, when I was first looking that were close to my home. It worked very good. Didn't know there was one in my town and where exactly it was.	No, I don't think I ever used that.	Yes, once, for educational counselling services, and so, I am from Alaska but I go to school in Wisconsin, so I wasn't really familiar with anything around there. So, I was actually using to try to find the nearest VA service in that area.	No, When my wife and I first started going to the VA back in 2012, we just kind of Googled where they were... Kind of got lost a couple times.	to find hospitals in my area, and in the state.  Also in her work as a volunteer service rep [service disability compensation], looking up facilities so I could reach out to [Vets] than let them know who I am	Yes that is how I found the address to the local VA facility when I first signed up. It was easier. I filled out the application for the benefits online so it was easy.  Just once when I went to Disney in the Orlando area. Also I looked for a VA office while there because I was told if I had an updated address I could get the discount for the park so I looked up the local office to get an id while there.	Yes, Uses it to look up locations for clients
How are you currently getting information on location hours, closures, etc.?	call	-	Well, I only use one VA. I use the DC VA. Before that I was using the one in Brooklyn, near Fort Hamilton. So, I pretty much knew the hours. I think I was going to the actual VA website to find it. For example, if I was going to Fort Hamilton VA, I would type in Fort Hamilton VA, and pull it up that way rather than go to this website.		I call and hope I get through to somebody		I normally google or go to the website and find the link for it.	[for personal primary care] I am getting text messages from Providence. When I am looking up [locations] for my client with their locations would go to the web.
What information would you need when preparing to visit to a facility, when travelling?		-	The hours of operation and address and the phone number	Proximity to me and hours open. And I guess also the service I was looking for was important. One of the facilities that I reached out to didn't have the services that website was saying. At least, what I was interpreting the services the website to be saying. They said, that they didn't have the service the website was saying that they had.	So my wife and I are actually going to be moving to [Redacted State] and I would be using this... I would type in the city and... and I see it shows where you can choose a facility type so would it be a hospital?  How far away is it going to be from where I'm moving? What type of services do they offer? What I need to do to switch over, stuff like that	I know there's a different between the clinic, the VA, and the VA hospital. I'd like to know if they have clinics vs just a hospital. Not all of them are clinics and hospitals, some are just clinics and I'd like to know which clinics they have within there. Here we have one that's specifically for women. I'd rather go to a facility that has just the women clinics in it.	First would be if it were a VA hospital in case of injured while in that address. I would know what address to prove the ambulance or my family.	I guess their hours, location, phone number, and maybe more specifically what services are provided there.
What makes you trust that the information on this site is accurate?			Because it's on the official VA.gov site so I would assume that it's accurate. The most accurate vs. a Google search.	something that kind of just shows you that the information is up to date. Because when I look at it, I don't see anything that, says that it's up to date and I know service and hours change for various reasons. Like some other websites that I have seen kind of let you know that this is up to date information as of whatever date and so something like that would be beneficial. [to] see. Oh, it hasn't been updated in a year so it might not be as accurate vs. being updated yesterday so it should be accurate.		I'm not that trusting of the VA, I'm the wrong one to ask.  it needs to be more accurate and more information to what I'm looking for vs these three clicks  See it still says here to visit the website to learn more. Why should I have to go anywhere else? Why should I have to click on something else?	Missing the year [referring to a date listed as Month and Day only] would make me wonder if this is an old notice. If you see it in that manner I do not know if this is new or old, not having the year associated would make me question it. It is closes at the present time and what I prefer is that it gives me the link for when it opens up nest. This does not let me know if it is opening again. I think it is clear but let me know if it is closed long term.	When you scroll down it has service current as of June 16th, I would be confident it was updated but I would call to confirm.
1st Task:	REVIEW LOCATION FINDER							
[Results page shows clinic with 'Facility Closed' status] What can you tell me about the hours and services at the location?	That there, the government closed a facility or something because of COVID.	Telling me which is closest one to where. I see A is closed which would really help me out, if I was going to go to that one.	The closest VA to that location is closed, probably due to Covid.		The facility is closed. So since it's a suite I would assume that they don't have a lot of services... the hours I don't see, it just says it's closed.	it's closed. I don't know if it's the hours that it's closed, or if it's closed because of COVID-19. I would think the facility is closed for whatever reason and is not accepting Veterans at this time.  One other thing, if the facility is truly closed, make it red. You know how it's pink? Make it RED. That's a STOP. It'll stand out a whole lot more, and I should only be used if it is closed. NO services. That's confusing.	[Does not notice 'Facility Closed'] The fact it says clinic it tells me they provide healthcare so that there would provide me information I would utilize. I would think I would have to click on the blue hyperlink to find it due to it not being noted or call the contact number to find that out.  [User is directed to Facility Closed] I did not even realize it was there. Normally I would think the hours would be under the number, if it were under the number my eyes would have seen it.	I would scroll over the ! to see if it is permanently closed or temporary, on Tuesdays, due to COVID. I guess it does not provide additional details.

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What would be your next step?	Because the first facility was closed, I would call the next one to see if it was open.	So I could pick another one.	So, then I would have to drive 8 miles away to the Causeway clinic in Boston.		Can I interact with this? I would want to figure out when they are open if I could call and see what services they would offer.	And depending on what I'd be looking for - probably primary care (looking at dropdown menu from service type) or women's health, down at the bottom.  Why would I go any further on this facility? I'd go on to something else. It should've been a dropdown to lead me to click and go further in.	-	I guess I would click the Lamar VA Clinic total.
[Results page shows clinic with 'Limited Hours and Services' status] What can you tell me about the hours and services at the location?	-	-	-	I would actually do more further information.	-	-	-	
What would be your next step?	-	-	-	So, I would attempt to click on it and see what services they mean by what's limited and hours as well. I know when I was doing it it was when the whole COVID 19 thing was going on, so some of them were updated for that but some of them didn't seem to be, so it might be something along those lines.	-	-	-	
REVISITING Lamar, CO after Card Sort to see COVID description under Facility Closed	-	-	-	-	-	See, I don't like that. To me that's a limited service. Limited service and closed, they kind of co-mingled. Remember I was saying you could do the dropdown? That's what this just did. The facility is closed but it has limited services.	I would not take this as an emergency. I would take it as a special notice with a blue banner, it is in advance or will be happening in the future. The red banner would be an emergency like chemical spills, civil unrest, and things like that. That is what the color patterns would help me with. The bold color made me look right away.	Facility closed is garbage, that is like nope we're closed, but they are not!
<b>2nd Task:</b>	<b>DEFINE CURRENT STATUSES</b>							
<b>Define: 'Facility Closed'</b>	I would think the facility is closed and they aren't open at all - they are closed for some specific reason and aren't listing what it is yet. Would move on to another facility	With what's going on with the pandemic I would think it's closed because they are restricting people to certain VA centers. If not because of pandemic, I would think the government ran out of money and needed to shut that one down. Closed indefinitely.. Not stating hours if open or not so would think its closed indefinitely	Nobody is in the building, probably a phone # to call for additional information	there are no open hours (go there in person and get help) and all services are currently suspended. not going to be able to use the services.	closed (not permanently) , currently due to Covid, and not be able to get in contact with anyone if you call. Probably wait til next day to see if they are open, unless they say they are closed for good.  [suggests adding] like a bullet underneath, like if they are closed for the duration and you could still contact them or permanently closed.. or they switched locations. It would be good to make them seperate (permanently closed versus not)	not expecting veterans for any type of treatment, does not have emergency facility, red means stop, not offering anything. Not in operation.	closed at the present time and I won't be able to access the facility. Add at the end of it when the next time ...' Opens again at 8am" Physically won't be able to go there in person.	assume that they are closed due to covid. Temporarily closed. expect that facility is closed to patients. Some have a call center, would expect if I called the phone number it might get to the call center not the actual facility.
<b>Define 'Facility Notice':</b>	I would think that something is going on and they would indicate what's going on at a date to be determined. I would call to see if we were still able to go. Something might be going on there. For example the drug store was closed due to an employee that had COVID, and they had to close down to disinfect	Facility no longer going to be in the VA. Meaning that the facility is shut down permanently and no longer going to be associated with the VA	I would interpret that as limited hours, limited services, or temporarily closed due to an emergency, or cleaning, construction, or changes to their normal activity. That one just has an "i" for information. Blue means you still have a go.	there is further info, something has changed from there last time I used it. Something shut down, something changes since last time you were there. Hours change, mask required. you need to click for more information..	May have been some changes to hours and services so need to look at website, with covid, I'd call ahead to see if I need to take any extra precautions, like wearing a mask	something they want you to know about the service, or hours not operating, something not already posted, can't make appt after certain times, exceptions to the norm.	I would make assumption it would give me special instruction at the facility or something out of the ordinary going on at the facility.	would expect that perhaps there was a temporary change in normal business hours and services currently provided.
<b>Define 'Limited Services':</b>	They are only open for emergencies or something. I would call to find out what the limited service is for - what services they are offering. It doesn't matter to me (why) because they have their specific reasons... it affects me but I can't change their minds regardless. me	Means its only going to be open certain hours of the day on certain days of the week. And with limited services, it states it might not have the podiatrist or the eye doctor or the groups or the doctor or things like that...	Emergency services only, most offices not open, yellow is more important vs the i icon in the blue. a warning sign, like a triangle around the "i" so... yellow means slow down	if a VA hospital it may not have the same services as a fully operational one, so may have limited services. Different services then you're used to. more specific about just hours and services.	speaks for itself, maybe only mental health over phone, but on in office, maybe not offering, maybe not physical because of the in person contact.	does not have all the clinics, not have the clinics, womens health clinic, no dental available, some don't have mental health, might send you to other facilities, or send you out to a civilian clinic, a lot don't have audiology. She called and now needs a referral to see civilian.	Hours were shortened at the present time, or the services offered were limited. would think anything just emergency services are available. hours or specific services.	perhaps limited operation hours as well as limitation to the services being provided, not urgent stuff is not happening now.
<b>3rd Task:</b>	<b>MULTIPLE CHOICE - CHOOSE A STATUS</b>							
<b>Which Status fits COVID scenario: "The Evanston clinic has temporarily suspended face-to-face visits. Enrolled Veterans are still able to receive care during this temporary period with telehealth services available for appointments. Visit the website to learn more about hours and services."</b>	Limited Service	Limited Service	Facility Notice	Facility Notice	Limited Service	Limited Service	Facility Notice	Limited Service

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Why?	I'd say the telehealth is limited services... they're still able to help you. That's what I think it would be.	The reason I would say, its offering is limited because is says its temporarily suspended face to face visits but it tells me they are still going to be open and then it tells me that one of the services is telehealth services by appointment, are still going to be open.	facility notice because "limited services" would mean that somebody is able to go into the building but no one is going in so... you can still receive service, you just can't go into the building to receive it so that is a facility issue.	it's not specific of limited services per say but it's, you know, something else. Like, we are not doing face to face visits. We have to do something differently than normal. And our hours might be different so there is a notice to learn something more.	limited services, because they are not closed. You are still able to use... talk to your doctors. I do, I talk to my mental health provider every month still. So I'm still being provided services by the VA and meeting my appointments.	It would definitely be limited services, because there are certain things you can't do unless you're face-to-face. that there is Telehealth. If there is a list of services, it would say, these are the services and we can do through Telehealth. I guess it could just be a dropdown from limited services with a list.	I would say because it is telling you there is a change within the process, it is not telling you the service is unavailable. Just the process has changed to face to face. It tells you that the service is available but it is no longer face to face and is limited. [Because it is a change?] Yes. I take it as a change, you can still go for emergency procedures but not like getting an ID or a test.  Maybe having it from facility notice to change of service, or limited service to something sense. It should the difference between them. Notice I think it is limited not that it is not being offered at the present time.	
Other thoughts on these statuses?					if I were to kind of glance at it, if I was another person who hadn't taken part in a survey or really questioned what it meant, maybe [it would be confusing]... The facility closed, not sure if I can still contact my doctors kind of thing... everything else is pretty obvious I guess.	Some of these could be like an umbrella.  Facility closed means it's closed, no operation.  Facility notice could be - you could do a dropdown, limited service note we're doing Telehealth. If you're using facility notice you wouldn't need limited services, it could be under facility notice. This is a temporary thing, no face to face, they could put that under facility notice.  "Don't bury it. It'll get buried with all this other stuff."		
4th Task:	CARD SORT 2 - OPEN SORT OF SCENARIOS							
A mask is required to enter the facility	Rules - giving people instructions	Important information you need on day of your appointment, real specifics about appointments and what's going on in the facility.	Facility Updates	Health Notice	Notice - bullet with extra information without the person having to go in	Patient Information - things that directly affect the patient getting into the facility	Special Notice (you have advanced notice) (in Blue)	Important Alert
The facility is closed and staff is only providing virtual services	Rescheduling appts and telehealth	Important information you need on day of your appointment, real specifics about appointments and what's going on in the facility.	Facility Updates	Facility Closed	Limited Services - add a bullet what about it	Limited Services/No Services, because you can call but limited because you can't go in	Change in Service (in yellow)	Operating Status
The facility is open to employees but no patient services are being offered	Rescheduling appts and telehealth	Important information regarding facility and appointments - info you need or what's going on day of your appointment, real specifics, about goings in the facility.	Facility Updates	Limited Services	Notice and Closed - want you to call and reschedule	Limited Services/No Services, because you can call but limited because you can't go in	Change in Service (in yellow)	Operating Status
The facility is open to patients but are urged to reschedule in-person service to a telehealth service	Rescheduling appts and telehealth	appointment schedules - anything that has to deal with scheduling for your appts	Facility Updates	Health Notice	Fits in both Notice and Limited	Patient Information - things that directly affect the patient getting into the facility	Change in Service (in yellow)	Operating Status
Bad weather is predicted for tomorrow, rescheduling of appointments is encouraged	Rescheduling appts and telehealth	Weather related issues	Emergency and construction operations	Facility Notice	Notice - bullet with extra information without the person having to go in	Something about the Weather, Weather Notice  I don't like putting temporary things under the facility notice. Maybe another category that something is you know, that could easily be uh, something about the weather. Cus they're not closing, and they're not limited services, they're just encouraging you, which means you don't have to reschedule if you want to get out in the rain	Emergency Notice or something similar to that (in red)	action needs to happen - you need to call
There is an ice storm, in-person appointments have been cancelled, you need to call to reschedule	Rescheduling appts and telehealth	Weather related issues	Emergency and construction operations	Facility Closed	Facility Closed - send out a mass text text to everyone to not show up	Closed due to weather. Temporary, use more black and white words, don't like words that give you options, tell you YOU have to call to reschedule. How do you get that info. Closed due to weather, Temporary, use more black and white words, don't like words that give you options, tell you YOU have to call to reschedule. How do you get that info.	Emergency Notice or something similar to that (in red)	action needs to happen - you need to call
It is a holiday and there is a change in operating hours	Rules - giving people instructions	appointment schedules - anything that has to deal with scheduling for your appts	Emergency and construction operations	Facility Notice	Notice - bullet with extra information without the person having to go in	Holiday Schedule	Change in Service (in yellow)	temporary -info - Can come in as an alerts via email
It is flu season and only patients may enter facility, no visitors or children are allowed	Rules - giving people instructions	Important information you need on day of your appointment, real specifics about appointments and what's going on in the facility.	Facility Updates	Health Notice	Notice - bullet with extra information without the person having to go in	Patient Information - things that directly affect the patient getting into the facility  "If you can't bring someone with you to the appointment, that should be BOLD. A lot of the patients have aides that bring them in, does that mean they can't bring them?"	Special Notice (you have advanced notice) (in Blue)	Important Alert
The president is in the area and traffic patterns are affecting main entry to facility/parking garage	Parking and traffic patterns	Facility information - [things] you can deal with, eg, social unrest, you can go around and enter this road, same with construction going on. Signs will be posted to tell you.	Emergency and construction operations	Facility Notice	Notice and Closed - want you to call and reschedule	Facility Notice, but its the surrounding area	Special Notice (you have advanced notice) (in Blue)	temporary -info - Can come in as an alerts via email
There has been a chemical spill, facility is only taking emergency appointments	Rescheduling appts and telehealth	Important information you need on day of your appointment, real specifics about appointments and what's going on in the facility.	Emergency and construction operations	Health Notice	Limited Services - add a bullet what about it	Limited Services/No Services, because you can call but limited because you can't go in	Emergency Notice or something similar to that (in red)	temporary -info - Can come in as an alerts via email
There is an active shooter in the area and the facility has been ordered to shelter in place	Rescheduling appts and telehealth	Important information you need on day of your appointment, real specifics about appointments and what's going on in the facility.	Emergency and construction operations	Facility Notice	Facility Closed - send out a mass text text to everyone to not show up	Facility Closed	Emergency Notice or something similar to that (in red)	temporary -info - Can come in as an alerts via email

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There is <b>construction</b> going on <b>limiting the number of facility entrances</b>	Parking and traffic patterns	Facility information - [things] you can deal with, eg, social unrest, you can go around and enter this road, same with construction going on. Signs will be posted to tell you.	Emergency and construction operations	Facility Notice	Notice - bullet with extra information without the person having to go in	Facility Notice, but its the surrounding area	Special Notice (you have advanced notice) (in Blue)	temporary -info - Can come in as an alerts via email
There is <b>social unrest</b> in the <b>area</b> , <b>traffic</b> patterns or <b>entry to facility/parking garage</b> may be impacted	Parking and traffic patterns	Facility information - [things] you can deal with, eg, social unrest, you can go around and enter this road, same with construction going on. Signs will be posted to tell you.	Emergency and construction operations	Facility Notice	Notice and Closed - want you to call and reschedule	Facility Notice, but its the surrounding area	Emergency Notice or something similar to that (in red)	temporary -info - Can come in as an alerts via email
<del>Your doctor is no longer operating at this location- you will need to reschedule at a different location</del>	Rescheduling appts and telehealth	appointment schedules - anything that has to deal with scheduling for your appts	Facility Updates	Facility Notice	would want them to call me	doctors move around, would like to know which doctors are here, physician/doctor notice, facility notice. Call or send text. Physician Information.	Change in Service (in yellow)	
Communicating status more broadly								
		<p>[early into card sort]</p> <p>"Are these messages that I'm going to get on my phone? [user starts to dubt if these scenrio cards are actually copy that would appear in a text message]</p> <p>"If I looked up my facility and I've seen this stuff and yes I would read this stuff and its ok but people are only going to look up that facility finder one time for where they're at or if they're travelling for whatever area that they're in, then they're going to know.</p> <p>[Describe an opt-in process] Probably when you do your settings, on what info you want delivered to you. You could have in your settings, emergency information, scheduling information, weather information, all that pertaining to a visit to that facility</p>	<p>[regarding facility open/closed card variations] Maybe if you have an appointment that day, a text is sent to your phone? To give you the status of the facility. For example, say, you have an appointment and mask are required, they can send a quick text, maybe the day before your appointment, so you know to take your mask with you.</p> <p>[wants both Facility updates and emergency construction operations updates]. Yes, because if you drive two hours to a VA and there is a chemical spill and they are only taking emergencies, but you have an appointment, that's along distance to drive only to find out that your appointment has been canceled.</p>	<p>After multiple choice (user chose limited service) said: "I guess it could fit under facility notice. an email or mass text to send everyone..."</p> <p>User sees this information [change from in-person to virtual] of as something that could be communicated in a text</p>	<p>I don't like the fact that when it's something that impacts the facility it's on the Veteran to reschedule. "(missed this)"I have a couple of my veterans in my attachment that they communicate with their doctors, and they're talking to their doctors through the iPad and they can send a message to their doctor straight from the iPad. A lot of veterans love that because it cuts out the middle man and they're not sitting on the phone for 12 hours.</p> <p>[reviews cards under limited services] the reason I put the facilities closed, there, is because I guess it is limited services. It could go under patient or limited But neither one tell you. Which services they can do virtual. I would want to know that. What are you offering virtually. If my ankle is swollen, can I just give you a shot of my ankle and wrist and you can say maybe you need...what deserves are offered virtual or Telehealth? I'm not a fan of those.</p>	<p>Yes, definitely. Status changes via twitter or Instagram or even signing up for text services...I enjoy now getting text notifications from different companies and service sites that I utilize. To me, it lessens the amounts of notifications... it can be posted on Instagram and Facebook in case I wanted to do a quick check to see what's going on, but having text notifications would be beneficial.</p>		
Virtual, telehealth, etc				<p>[telehealth services means] like something we are doing right now. Zoom call, or Teams, or something where you are using computers of some sort to speak with your provider. Instead of going into your provider. Won't be providing you a physical checkup but you will still be talking about what is going on with you.</p> <p>[any difference?] Telehealth is definitely going to be health related and virtual services can be anything. So, it's kind of like, teleservices are virtual services but not all virtual services are going to be telehealth or even health related.</p>		<p>[telehealth services means] like what we're doing right now except you have the video and you're talking to your physician. This is really al limited service, to me, because there's a lot they can't do [lists things you do with a doctor]. Telehealth I see you can do for questions or maybe mental health. That's about it for m, I don't know.</p> <p>[Virtual] It's the same thing. Just like with Tricare, ... they have the nurse hotline or something like that, that you just call in and they do the same thing. Do you have a fever, have you done this, bop bop bop, they just can't see you.</p> <p>My doctor was offering Telehealth, but how do you labs? Why would I want to just talk to you if I still have to come in to do labs? If you think my blood pressure is high, ok granted I can take it here, but that's not giving me a warm and fuzzy. Because we're talking about something that is bought out of one of the pharmacies, it hasn't been calibrated, and I don't trust it.</p>	<p>[What is telehealth:] Calling, via telephone. That is what I have always known. I have seen it listed out in handouts and other healthcare providers have sent it to me so I can receive information and services over phone.</p> <p>With my children I have blue cross and they have telehealth services.</p> <p>Telehealth lets me know I will talk to someone, and virtual. I guess they are the same. When I see virtual I think being able to use video. I can see them and they can see me. I would think virtual services would be like getting a doctor to see an injury so I do not need to show up to the site. Have a nurse or doctor check out the injury to see if I need an appointment.</p>	
Post Task Questions								
Can you think of a time when the information on a facility was unhelpful or inaccurate and affected your visit?	No. He was hospitalized and I thought I couldn't get in at a certain time... but I was wrong. There was a part of the hospital that we couldnt' get into. The hospital he generally uses... the way I get in to see him... I didn't know it was open during the day. I thought I wouldn't be able to see him on a sunday, but I could. I thought it was closed. I just thought it was closed because the clinic was closed.	No, never had a problem.					In the last year I have only used it twice. It is tough to say, the few times I had to use it , it was clear, nothing frustrated me when finding it. Even when doing regular services like home loans I have never had any issues.	I do not know if you are familiarity with the books they print, they have benefit guides and include everything you needed to know and including every VA location. Each year it was printed incorrect such as the number or address so I use this in the office and I go to call and cannot get through. Then I go to the website and I think if an error is on the website it can be changed whereas the books cannot be recalled to change. All of my books have whiteout with handwritten information. If I did find a mistake I would send them a message that is incorrect with screenshots.
Would these statuses we have created would work for alerting you about what is happening at a cemetery?							Yes. Definitely would because the cemetery has hours of operation special events like special notices. So it would let me know I cannot show up that day.	In terms of the current operating status, I think so. If there are limitations in hours or the operating status, they may not be as many in one day or the amount of people that can attend with and explanation as of why it is closed, limitation of visiting hours could all be noted and appropriate.

	#1 - P2	#2 - P3	#3 - P4	#4 - P7	#5 - P8	#6 - P9	#7 - P11	#8 - P13
Clicking further into website						<p>I like this right here. Situation updates, vs facility notices. Because it's giving you, it's updating me on something that's going on that's a situation, remember I was talking about the temporary thing, this is temporary. It's a situation that's happening right now that's causing xyz rather than a facility notice.</p> <p>When you put a facility notice, it's going to stay up there until they update the facility whereas situations would probably have a timeline where're going to start here and end here and boom. This is about COVID-19, you know once that's over this isn't going to be applicable anymore.</p> <p>You know, like flu season, they could've easily put that under there and they may have had that under there and you know during flu seasons, it's a situation not something that is permanent. Situation update. Facility closed, that's going to confuse a lot of people.</p>		
Questions for moderator?		[in hospital] They need to have more sign posts in the lobby directing people for information because when I first wanted into the heins hospital where I do treatment or J bock when I do my regular doctor ... I don't know where to stand or where to go. (not been since Covid). Have a regular facility, tests at another place (hospital) 25 miles away.						