

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.

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 use several things. I use the drug store which is helpful because all I have to do is click on what I need and within seven days I get the prescription that I filled. I have used the messaging app when I need to. The only problem I have with the VA is the login because you have to go through so many steps to get through.
- Are the prescriptions with the VA? Yes, with the VA. I order them online through the VA website. I do have another pharmacy that sends me a prescription everything three months. Half of my medications come from VA and half from the other location.
- Have there been any issues with the provider since you are getting medication through another location? Not at all.
- How do they know what you are taking? Well, the Army does not share anything with outside providers I have to give them an updated list of my medications. I also share that with my VA providers. I build my list myself on the computer and share with all my providers. I update the list maybe once a year. I have been taken the same medication since 2005.
- Does it show your current medications or your entire history? Just the current medication I am taking.
 - 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? Yes, but I only use my telephone for calling, and the computer for computer things. The screen on the phone is too small to use for anything else. It is easier to use the website.
 - If yes:
 - When did you first start using it?
 - What are the main reasons you use it?

- 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? I use MHV to do my prescriptions.
 - If yes: What is your experience like using these tools? It is great because if I need a prescription I go to the website, click what I need, hit submit, and seven days I have what I need in my hand. The people down in Florida are great. I have never had any issues with prescriptions and healthcare. Now VA with claims forget about it. It took my last claims 6 months to get approved. They never have enough people to get things done. I have been dealing with the VA for at least 18 years. When I first got out of the military, I did not need the VA, once I got older, I needed them. I see my outside providers every 3 months and the VA every 6 months.
 - Do you ever go to view your prescription history or to track your prescriptions? You can track it, but I do not do that very often because I know I will receive it within 7 days. There are only two prescriptions I must order once a month.
 - How do you manage your prescriptions, do you just remember? My wife makes up my medications for 3 months at a time. She will set them up, and she does it every time I get a new prescription. When I get down to my last box, we know I need to refill my prescriptions for the next 90 days.
 - Does she do the same thing for the 30-day supply medication? No those I do on a weekly basis. The pills go in the 7-day boxes for the week. I take medication in the day and some at night. I try to make it as easy for me as possible.
 - 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?

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? It says refill eligible prescriptions and it states I have 4 that could be filled. I am assuming that if I clicked on the button that says refill prescriptions it would take me to the screen that I could refill. That screen looks like it would, when you open the one currently on the VA it shows all my prescriptions. On this one here I would have to click on a button to send me to the list of my prescriptions.
- You would rather this screen show all your prescriptions? Yeah sure. Right now, it shows me all my prescriptions, I click the buttons, and submit my refills. This one I must click on this refill button, open another page to show me just the 4 that are refill, it is like I have to go through so many screens to do that. Why make it tougher? This one here will show the prescriptions if I click, but if I use the old screen, it will show me all of them.
- 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. Now I see on my prescriptions. There are like 5 prescriptions, and if I needed them all I would have to do is click on them. It shows me the tracking number and the shipping date. That is helpful to have in one space.

- Would you expect to refill on this page? This shows when the last time the medication was shipped. It shows the name and dosage and shows that the last time it was shipped. Which is good.
- To refill it you would just click on it. Probably.
- Where do you expect to find the prescription, you just requested a refill of? If I request a prescription and three days later, I expect it to show on the same list.
- 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? If it is 90-day prescriptions and I click on it, and if we are close to the refill date, they will ship it. Now if we are two weeks from refill date, they will not ship it. I guess that is, so I do not have too much medication. I can select the medication, but they will not ship it to you. You can request the medication, but they will not ship it. I think I am on a system that they are aware when I need which medications, and they will automatically send me my medication. The only time they will not do that is if I am out of refills. If that happens, I will go to my provider, and he will put in the refills.
 - How do you request renewal of prescriptions? I do it through secure messaging. Once I send the renewal request to my provider someone will get back to me and give me an update on if the provider will give me more refills or not. Really there is nothing wrong with what is there now. Sometimes you are not changing things for the better. Like the sign in process. Make it simple, especially for the older Veterans. If we make a mistake the VA could not ship our medications. What you have now works perfectly for me. For someone else they may like this new way. If it works leave it. If it ain't broke don't fix it.
 - Do you ever look at the prescription number? No not really.
 - Have you ever had a change in dosage? I have seen that online once where they had prescription would show twice with different dosage, but some days later they will remove the old prescription dosage.
 - Non-refillable tab: What do you think these prescriptions are? These are the ones that I have already submitted. One says refill in process, and one states it has been submitted. It is just telling you where you are in the process. Keep it simple. Have it all in one list. If there is an unchecked box, you know that it is refillable. If there is a checked box it is already in process of being refilled. It saves the Veteran a lot of time.
 - How many prescriptions do you typically have? About 6.

- Non-refillable tab: You don't understand the meaning of a status, how would you go about finding out that meaning?

Prescription History Screen - 10 minutes

Task

- If you wanted to view your prescription history, how would you go about doing that? Remember to speak out loud as you go through the process. I go to the VA site and look at the history and that is how I create my list to give to my providers to show what I am on at the time. About once a year, or when there is an update with my medications. I add the update date on there as well. With taking this medication for this long there is few changes. I have no idea how I would look at the history from here.
- From this screen here would this give you any more information. Well on here it shows prescription history button so I could just click it there.
- What prescription information do you need to know when looking at this list?
- If you wanted to only see prescriptions that were active, how would you go about doing that? Well, if I wanted to see active medication I wouldn't be in history because that is the old stuff. If I want to see the active medication I would go back to the main screen. If you want to print your history, go to history, and print that. It would be easier for the Veterans if you had a button for refillable prescriptions, button for history, and button for renewal requests. If you clicked on the renewal requests, you would click the button and secure message would pop up.

Prescription Details Screen - 5 minutes

Task

- If you wanted to view more details about your Sudafed prescription, how would you go about doing that? I guess you would click on it. I don't know. It has the quantity, the expired date, the instructions. I guess that would be in the history, and I don't care about the history.
- What do you think about the prescription information presented here? What about the grouping? I don't know. I never gone to the history. I may have gone there once. Some of these prescriptions I don't care about. I am only concerned about active ones.

- What about if you are talking to a provider, do you ever reference this information? No when I have to order new medication I copy and paste that information into the message. That doesn't leave any questions in the doctor's minds because I just copy and paste so there is no mistake.
- You mentioned earlier that you copy and paste when talking to a provider, what are you copying? I copy the name and the quantity.
- Is that the only information that the provider needs? Yes, that is all. He is the one who prescribed it in the first place.
- What if there is a prescription you were taking twice a day would that quantity number matter? No because then that number would be doubled.
- Has there been a time a prescription has not arrived? No.
- Has there a time it arrived late? Yeah, but that would be on the carrier not the VA. I get a notification from the post office when they pick it up from the VA. I am not sure if most people have signed up to get notification on when it is picked up, how many days, expected delivery date, and when it is delivered. If they do not deliver, you do not get a message. They give you a list of every piece of mail I receive every single day. Keep it simple stupid.
- You mentioned you signed up for the notification, do you check your email every day? Yes, I check it every day. I am on the computer all day long. If you don't email it to me, I don't read it.

Prescription Tracking Screen - 5 minutes

Task

- If you wanted to view tracking details for your Motrin prescription, how would you go about doing that?

Tracking Details Modal - 5 minutes

Task

- When viewing a tracked prescription, what information would be important for you to know about that prescription?

Post-Task Interview - 2 minutes

- Was there anything you found difficult or annoying about the things we asked you to help us test today?
- Was there anything you liked or found useful about the things we asked you to help us test today?
- Do you have any questions for me? No. It is nice you are thinking of us, but if it already works don't change 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.