**User Screening and Test Script**

**Pharmacy Page Consolidation**

By Light Professional IT Services

August 2021

**Welcome and Purpose**

Thanks for joining us today! My name is –Gavin and I also have some colleagues online observing and taking notes. Today we're going to talk about a potential new product that allows you to search your medical records on My HealtheVet.

Before we start, a few things I want to mention:

This entire session should take about 30-45 minutes. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.

In this session, we want to hear your honest opinions. We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.

During this session, I would like you to think out loud as you work to complete the tasks. For example, I encourage you to say things like “I am going to click over here” or “I am scrolling down to find what I am looking for”. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happened.

If for any reason and at any time you want to stop the session, please let me know.

I’d like to record our session today with your permission. We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly. Are you comfortable if I record my screen and audio as we talk today?

[If yes:] Once I start recording, you will see a prompt on your screen that you will need to accept.  
  
  
Start recording

Now that I have started recording, I’d like to include your permission in the recording, so I will confirm one last time: Are you comfortable if I record my screen the audio as we talk today?

Do you have any questions so far?

Before we look at the new prototype to search for medical records, I’d like to ask you just a few quick questions.

**Pre-test questions**

[Question 1]

Tell me a little bit about yourself.

[Question 2]

Have you downloaded your medical records from My HealtheVet before?

* [If yes]: How often do you access your medical records on My HealtheVet?
* [If yes]: Why do you access your medical records on MyHealtheVet?
* [If yes]: What do you do with the copy of the record(s) you download
* [If yes]: Have you had any difficulties in the past accessing your medical records on My HealtheVet?
  + If you were to describe to a fellow Veteran how to access their health records on MHV, what would you tell them to do?

[Question 3]

When you hear the name “Search My Records,” what does it mean to you?

[Question 6]

What do the following labels mean to you in relation to your medical records?

1. Date range

2. Facilities

3. Types of information

4. Categories

**Usability Tasks**

Ok, now we will start looking at the prototype. I am going to paste a link in the chat, and then I will ask you to share your screen with me. If you need any help or have questions about how to find the chat or how to share your screen, please let me know.

[Initial Prompt]

Now before we get started on any tasks, I would like you to scroll around the page and describe your first impressions to me, what do you think you can do, is there anything that stands out to you...

[Start Tasking]

I’m going to ask you to perform a series of tasks, even though this is a prototype with fake medical information. For the purpose of these tasks, pretend you are looking at your own medical records.

[Task 1]

You need to view a list of all your health records from one facility called “St. Louis”. Please use the prototype to show me how you would go about viewing the St. Louis records.

[Task 2]

You are still looking at St. Louis. With viewing only St. Louis, you need to view the St. louis records for the past 90 days. Please use the prototype to show me how you would view the St. Louis facility records for the past 90 days.

[Task 3]

With a date of 90 dates from St. Louis, you need to view your Vitals and Readings. Please use the prototype to show me how you would view the St. Louis facility with the vitals and readings for the past 90 days.

[Task 4]

You need to find the records for your medication's history. Please use the prototype to show me how you would view the medication history.

[Task 5]

Find the prescription number associated with the medication Ibuprofen 400MG TAB10

* [After completion of task]: Navigate back to the main page.

[Task 6]

Your doctor reminds you to bring a copy of all the medications you have taken in the past 90 days to your doctor’s appointment today. Please use the prototype to show me how you would get a copy of all your medications taken in the past 90 days.

[Task 7]

Thank you for completing those tasks.

So now I am going to have you stop sharing your screen and I will pull mine up.

\*Pull up screen with select and unselect options

I am going to show you two options for when you first open the prototype you just used and I want you to give me your feedback on the two options.

* What are the differences between the two screens?
* Which of these two options do you prefer?
  + [if not explained]: Follow up with why?
* Which option would be the most effective for you for finding the records you want quickly?

Thank you for your feedback!

**Post-test questions**

Ok, we are finished with all the tasks for today. Thank you very much. Before we end today, I would like to go over a few questions to wrap this session up.

[Question 1]

What was something you saw during today’s session while using this product that you thought we could make clearer?

[Question 2]

What thoughts or comments did you want to add during the test but didn’t?

[Question 3]

Now that you’ve used the product, I’m going to ask, if you could change the name of the tool you just used, what would you call it?

[Question 4, if they have downloaded medical records on MHV before]

You mentioned earlier that you have downloaded medical records on My HealtheVet before. – If you could choose to use this new prototype design over what you have used in the past on My HealtheVet, which would you be more likely to use? Why?

[Question 5]

Do you have any other questions, comments, or suggestions?

**Ending:**

Those are all the questions we have for you, so thank you so much for your help.   
  
Well, 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.

Lastly, do you know any other Veterans, caregivers, or service members 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!