**Medications Design Handoff**

**General**

* [**Source of Truth**](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=0-1)
* [**User Flows**](https://app.mural.co/t/departmentofveteransaffairs9999/m/departmentofveteransaffairs9999/1697557085971/b489bf958539109143ec09e8620ca9408e0c3c8b)

**Details Page Dividers**

* **Description**: With the addition of previous prescriptions, refill tracking information, and alerts on the medications details page, the page is becoming very cluttered. We need to consider the appropriate usage of dividers to separate information so it is easier to read.
* **Status**: Ideation phase
* [Figma Link](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=17473-35842)
* Jira tickets: N/A
* **Historical context:** Originally, we had the lines separating the header from the content for MR, and it just happened to work the same for Rx. However, the Rx details page evolved to be so overly complicated, so we need to reconsider how we're using dividers. Dividers are currently not only used to separate the refill tracker, alerts, and the most recent prescription section, but it is also being used in between previous prescriptions. We want to create more of a standard and ensure this component is not too redundant.

**Notifications**

* **Description**: Currently, the only medication related notifications sent to Veterans are emails when their prescription has shipped. With the introduction of refill updates, it is beneficial to complement these UI changes with external modalities of notifications. This will ensure Veterans are kept up to date with their prescription statuses and any actions they'll need to take to ensure they get medications when needed.
* **Status**: Design phase
* [Figma Link](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=15208-64348)
* Jira Links:
  + [MHV-66130](https://jira.devops.va.gov/browse/MHV-66130)
  + [MHV-69018](https://jira.devops.va.gov/browse/MHV-69018)
  + [MHV-70178](https://jira.devops.va.gov/browse/MHV-70178)
* **Historical context:** We have done several explorations as to what notifications should be sent, what modality (text, email, or in product), and when / how often to send them out. We will need to work on content and find out what is technically feasible. PII / PHI is also a consideration and will need to be researched to determine how explicit medication information can be.

**User Organization of Meds**

* **Description**: Veterans have trouble easily finding their medications as they find their lists to be too long. They are frustrated with having non-active medications mixed in with active medications, as well as Active: VA mixed in with Active: Non-VA. Veterans do not want to see expired and discontinued meds on their list
* **Status**: Design phase
* [Figma Link](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=15472-5963)
* Jira Links:
  + [MHV-57323](https://jira.devops.va.gov/browse/MHV-57323)
  + [MHV-67363](https://jira.devops.va.gov/browse/MHV-67363)
  + [MHV-57322](https://jira.devops.va.gov/browse/MHV-57322)
* **Historical context:** We have done several explorations to solve this issue, such as archiving medications, creating custom filters and enhancing current filters, and customizing lists of medications. We found several obstacles that would not make these features desirable. Before it was de-prioritized, our most recent [design effort](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=16163-84557&t=BK53pJiL0Phh5YrD-11) involved renaming the filter list, combining non-active and all meds into all options, preselecting the active medication filter, removing the reset filter button, and updating the Non-VA content to encourage Veterans to talk to their provider to remove this medication from their list if they are not taking it anymore.

**Renewal Flow**

* **Description**: Explore technically feasible and simple solutions to requesting refills on VA.gov
* **Status**: Exploration phase
* [Figma link](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=9323-35344)
* Jira tickets: N/A
* **Historical context:** MHV on VA.gov does not have a renewal request process in place. When a prescription has no refills left or is expired, we direct the Veteran to this [article](https://staging.va.gov/resources/how-to-renew-a-va-prescription/) to learn how to renew their prescription via Secure Message or by phone. We want to find a way to simplify this process with a one-click solution. However, it is important to note that most Veterans don’t know the difference between refills and renewals, so we will need to find a solution that either clarifies this, or allows them to easier get more of their medication without thinking about these technicalities.

**Oracle Health (Renewal Process)**

* **Description**: Oracle Health (OH) medications are now being integrated into MHV on VA.gov. Decisions surrounding the fields and processes of OH medications and Vista medications will need to be determined and standardized. Our most recent exploration involves renewing OH meds on VA.gov.
* **Status**: Exploration phase. Decisions and design directions are being made and requested through the “OH Medication Data Harmonization, Mapping, and Documentation” meetings.
* [Figma link](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=16957-25194)
* **Jira tickets:**
  + [MHV-70172](https://jira.devops.va.gov/browse/MHV-70172)
  + [MHV-70149](https://jira.devops.va.gov/browse/MHV-70149)
* **Historical context:** My VA Health allows Veterans to renew OH meds on that portal. MHV on VA.gov does not have a renewal request process in place. Since we are integrating OH meds into MHV, we will ideate ways for the refill process to be integrated.

**Shipping address**

* **Description**: Continue exploring ways to inform Veterans of where their medication is being shipped to.
* **Status**: Exploration phase
* [**Figma link**](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=18918-73281)
* [**Jira tickets**](https://jira.devops.va.gov/browse/MHV-70157)
* **Historical context**: When refills are requested on VA.gov, there is no indication of what address the refill is being shipped to, causing confusion and no way to take action if their address is incorrect or outdated. Each facility has a specific address on file for where to ship the Veteran’s prescription, and they need to contact the facilities directly to see what is on file. There is also a possibility that there is a temporary address on file, which will override their default shipping address, until it reached a specific end date, or the Veteran requests the facility to remove it. The shipping address is a field on VA profile, but not the temporary address, and changing the shipping address on VA profile is unreliable and discouraged.

**Cancelling pending meds**

* **Description**: Continue exploring ways we can notify Veterans if / when their pending medications were cancelled because the pharmacy did not approve their new prescription or renewal request, and inform them of next steps.
* **Status**: Exploration phase. We’ve done some explorations and need to discuss with developers and pharmacy stakeholders to assess feasibility / next steps.
* [**Figma link**](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=18983-88432&t=oOfeSNRkOgovATuy-11)
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-72475)
* **Historical context**: Currently, when a pending medication is not approved by the pharmacy, the medication card is removed from the user’s list without explanation. This can cause confusion and may delay treatment if the Veteran is unaware that the medication was not approved. We want to find solutions that are technically feasible / have the data available.

**Refill modality updates**

* **Description**: Apply the refill tracker to refills sent in via phone and provider, adjusting the content so the Veteran knows how it was requested. Window pickups will be indicated in the refill history of the Medications Details page. The refill step by step process on the Refill prescriptions page will need to be generalized to include multiple modalities.
* **Status**: Need content help and approval before handoff
* [**Figma link**](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=19218-218935&t=VCmwYAapvlKVaa60-11)
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-71794)
* **Historical context**: The current refill tracker on the Medication Details page only accounts for refill requests made on VA.gov. However, there are other modalities in which Veterans request their refills such as through a window pickup, phone / Audiocare, or through their provider. These are not accounted for, and we want to make Veterans aware of this process as well as any silent failures that could potentially arise. We also want the process of an original fill, or a pending medication that is filled right after a pharmacist approved the medication, to be made clear to the Veteran, as it may be confusing and difficult to keep track of.

**Surfacing tracking information**

* **Description**: Update content on the medication cards, filter, and IPE to make Veterans aware of shipment information
* **Status**: Ready for dev handoff
* [**Figma link**](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=18655-53469)
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-70176)
* **Historical context**: Veterans are finding it difficult to find tracking information for their prescriptions. Currently tracking alerts are tucked away into the medications details pages which aren’t frequently visited. To provide more clarity, we want to surface this information so Veterans know when they’ll receive their medications. We’ve done some [previous explorations](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=18657-91177&t=oOfeSNRkOgovATuy-11) on updating the filters, creating a dashboard like landing page, and having an order history, but found that updating the content would be the most seamless and effective solution.

**Non-VA Empty Fields**

* **Description**: Determine what content is shown when there is no data available for an individual field for a Non-VA Medication
* **Status**: Ready for dev handoff
* [**Figma link**](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=19162-99007)
* Jira tickets: N/A
* **Historical context:** “None noted” used to be the default content for empty individual fields. However, this wording was not very clear or effective. Therefore, new content was approved and shipped for VA medications on the UI, downloads, and printouts. Here are the Figma links:  
  <https://www.figma.com/design/brTf5ZBdG6gn3hop0yvrjU/Medications-Phase-1?node-id=12235-74371&t=GUYUtMMy3uXuUvoT-11>

<https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=16873-113417&t=oOfeSNRkOgovATuy-11>

We still need to apply these changes to Non-VA medication fields. Content should review them before handing off to developers.

**Backlog/Future Ideas**

* Pending results of the IPE research study, consider IPE Placement for filters.
* Consider adding instructions to filter to encourage users to click the apply button.
* Online renewals for vista meds – this isn’t currently possible and will require extensive back end research and enhancements.
* Exit modal for leaving form flow (pending portal standardization)
* Update sort component to put the label to the left of the select (pending experimental design process)
* Review the UX of the 'Active: On hold' meds – Currently Veterans can call their pharmacy to tell them to stop sending refills. They have to call to reinstate the ability for them to refill. This process was put in place in response to well-meaning doctors and nurses ‘automatically’ refilling meds during the Veteran’s appointment. Explore ways to provide this ability in the web UI.
* Return to the auto refill conversation – there was an alleged congressional that stated auto refilling medications was a dishonest way to make money from Veterans. However, this is still a commonly requested feature.
* Order history page:
  + The immediate problem is that we don't store the dates the refills were requested indefinitely. That date will be erased after the refill is dispensed or shipped. We also only store the ship date of the most recent refill. We could ask for some research from engineering to see what changes would be needed, but we've had higher priorities.
  + We don't receive any data about refills requested by audiocare or by provider, so this order history might seem incomplete to Veterans.
  + We've done explorations of an order page a few times ([here's one of the more recent ones](https://www.figma.com/design/cqiuYyA1vn728D0Nde2NgS/Medications---Milestone-1---2?node-id=15281-32025&t=pRwzQm9UNtB44jnC-11)), but we've determined that it was redundant information to what we show in the med list view, esp with the new filters.
  + I'm still not opposed to an order history page, but I think it would be more useful if we could add more information, like copays or shipping addresses.