**Card sort 1**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records |  |
| Wheelchair and mobility |  |
| Whole health |  |
| Women Veteran care |  |
| Workshops and classes |  |
| Billing and insurance |  |
| Chaplain service |  |
| Library services |  |
| Radiology |  |
| Advice nurse |  |
| LGBTQ+ Veteran care |  |
| Military sexual trauma care |  |
| Minority Veteran care |  |
| Social work |  |
| Caregiver support |  |
| Registry exams |  |
| Returning service member care |  |
| Smoking and tobacco cessation |  |
| Substance abuse care |  |

|  |  |
| --- | --- |
| **CATEGORIES** | **PARTICIPANT NOTES** |
| Primary care |  |
| Mental health care |  |
| Specialty care |  |
| Social programs and services |  |
| Prepare for your visit |  |
| Administrative |  |

**Card Sort 2**

|  |  |
| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling |  |
| MOVE! weight management |  |
| My HealtheVet coordinator |  |
| Nutrition, food, and dietary care |  |
| Patient advocates |  |
| Recreation and creative arts therapy |  |
| Applying for health care |  |
| Travel reimbursement |  |
| Veteran connections |  |
| Vocational rehabilitation and employment programs |  |
| Employment verification |  |
| Freedom of Information Act requests |  |
| Privacy office |  |
| Make an appointment |  |

|  |  |
| --- | --- |
| **CATEGORIES** | **PARTICIPANT NOTES** |
| Primary care |  |
| Mental health care |  |
| Specialty care |  |
| Social programs and services |  |
| Prepare for your visit |  |
| Administrative |  |