**Services Taxonomy Conversation Guide**

* **I have started recording.**
  + I'd like to confirm: Are you comfortable if I record my screen the audio as we talk today?" Yupp

**Usability tasks [~ 40 minutes]**

**Card sort 1**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative. |
| Wheelchair and mobility | Specialty care. |
| Whole health | It would be primary care if you are looking for a family doctor or general issues. |
| Women Veteran care | I would say, it is medical or mental and everything in that . It would be administrative then. For me it is administrative of what’s available. I started to say primary care issue but to me it may be administrative then looking at the type of care you wanted. Does that make sense. |
| Workshops and classes | Administrative. Again I would look for a general topic and it would also fit under social programs too. I guess my ideal of administrative may be misplaced. I would leave it there. |
| Billing and insurance | Administrative. I have an issue I am dealing with that now and don’t know where to find it. It’s kind of like you have all of the va deals when I finally got my disabled veteran status. if I go to a va center its okay, an approved clinic is okay but I went to the ER a few months ago and gave them my card and the 800 number to call within 24hours. I don’t know how I got the wrong number but no one answered then I forgot then is tarted getting bills for everything and I’ve tried to contact the va for help but I can’t get anyone to acknowledge of it. Medicare is helping with part but the va will not acknowledge it. Supposedly you can call the main va but I have tried to talk to them and when you try it, it can take you an hour to an hour and a half to talk to someone. The tree keeps moving you to another place and you wait until you lose connection then don’t try again. They really have service issues. |
| Chaplain service | Social service or program. It would be different depending on your religion. I don’t know how they would define the service.  Well I am a Christian so I believe in Jesus so only a Christian Chaplin but in the military they have everyone. I may not identify with someone of another faith. |
| Library services | Administrative. |
| Radiology | That would be a primary care. |
| Advice nurse | Preparing for the visit maybe if you wanted their advice. It could be specialty care but I would keep it there. If you are already in specialty care you would know the care needed. I don’t know if that’s the place for it but if you are looking for advice, you want a nurse to tell you what to do. I woke with a 102 fever, with covid they wont let you see a doctor so you have to call to see what to do for yourself. |
| LGBTQ+ Veteran care | I don’t know anything about that. It is a physical body being taken care of so primary care. Or are you talking about mental health issues. I might look for it under mental health. |
| Military sexual trauma care | You are talking about a specific situation so it is under primary care. |
| Minority Veteran care | Social program or service. |
| Social work | Social programs. I guess that is still a good place for it. |
| Caregiver support | I would go back to administrative because it is a general topic it could be a spouse, family member or dependent. Administrative is the starting point then start zeroing in on what you are looking for. |
| Registry exams | What is that. It seems like I requested for one and it never went anywhere. That was for agent orange. I guess it would be under specialty care. Like the Iraq they were exposed to burn pits for long periods of times and depending on your exposure, it isnt much different than agent orange. Effect may be different but it was an unhealthy situation. |
| Returning service member care | What is that definition. I would look for it under administrative I guess. |
| Smoking and tobacco cessation | Maybe specialty care. Here again I am not a good organizer and that’s probably one issue of why I am having issues finding stuff so I have a hard time looking for stuff. |
| Substance abuse care | Specialty care. |

It’s like the chaplain service, it may not matter that much but if you are having a serious issue I wouldn’t be comfortable talking to anyone other than a Christian Chaplin. Then minority veteran care, that shouldn’t be an issue. It doesn’t matter if your black, green , purple, or white. If you need care you need the best care you can get. I realize some people are discriminated against. I don’t know if it’s a special service or program or not.

**Card Sort 2**

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| --- | --- |
| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | Under specialty care. |
| MOVE! weight management | What do you mean MOVE. Specialty care them. Not everyone would have that issues, I have been lucky. I have never been overweight. |
| My HealtheVet coordinator | Primary care or preparing for visit. If looking for this then its equal but I think primary care is more of the type of care instead of a coordinator. Lets put that in prepare for visit. |
| Nutrition, food, and dietary care | Under primary care. |
| Patient advocates | Administrative. It is someone advocating for the patient. It could refer to almost anything to me. Could be at the beginning to get va services all the way through trying to get a referral for specialty care. |
| Recreation and creative arts therapy | Specialty care. Probably rehabilitating of vets that have lost arms, legs or both, PTSD treatment. That’s what I would be thinking of. Is that fit what you have as the definition. I think of the ranches they go to for horses that people can relate to and relax and enjoy. That can be good therapy. |
| Applying for health care | Administrative. |
| Travel reimbursement | Administrative. That could be one for a different category, you might have a category that is financial. I would create a financial section.  Better fit: well if I were looking I might go to administrative first but I would look for financial after that. |
| Veteran connections | Administrative. |
| Vocational rehabilitation and employment programs | Social programs. |
| Employment verification | Administrative. |
| Freedom of Information Act requests | Administrative. |
| Privacy office | With the definition I would put it under the administrative section. It is the start and concerns the privacy of medical information. |
| Make an appointment | Preparing for the visit I guess. If you know what’s wrong and you are making an appointment it could go under primary care. I would put it under prepare for visit. |

Anything to reword: No once you hear the definition or see that, I think that is fine.

**Post-research follow-up questions**

* Do these categories make sense to you?
* Are there any additional categories you can think of that may be helpful to you?
* Could we describe any of these services or categories more clearly?