**Services Taxonomy Conversation Guide**

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

**Card sort 1**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative, they have the blue button which gives you all of the reports. |
| Wheelchair and mobility | Again I think specialty care. To me it doesn’t fit anywhere else. |
| Whole health | I am actually enrolled in that. Again it falls under primary care because that’s where your care starts. |
| Women Veteran care | That would be primary care because to me they are looking for the same thing I am. Getting good care and primary care is where it all starts. |
| Workshops and classes | Social programs because it sounds like it would include more people then the one person. |
| Billing and insurance | Administrative, your primary care and mental health or social worker wont be working with it so it is definitely under administrative. |
| Chaplain service | Specialty care because when you start needing to talk to a Chaplin theres more there. Not necessarily mental but more emotional. I don’t think it should be under mental health more under the specialty care |
| Library services | I guess I am not familiar with what the library services entail. Social programs and services because in my mind that’s where it fits. |
| Radiology | I would put it under primary but your primary is who orders the radiology. I don’t think it would be under specialty, if you are looking for the results or scan I think it would be primary care. |
| Advice nurse | What is advice nurse. That clears it up real good, primary care. I have been thinking, may this should be prepare for visit. I am looking at everything from my viewpoint. If its under prepare for visit you could talk to the advice nurse and they would be able to help you. |
| LGBTQ+ Veteran care | Can you tell me what the plus means. I have always known the LGBQ but haven’t figured out the plus. That’s another good one I guess. Again they shouldn’t need in reality anything more than everyone else so primary care because they need the same services as those that don’t swing that way. |
| Military sexual trauma care | Maybe under specialty care, it wouldn’t work for administrative. |
| Minority Veteran care | I have an issue with that one because to me they deserve the same thing I get so probably again under primary care. |
| Social work | Social programs and services, that is almost a given. |
| Caregiver support | Administrative. It might work under mental health but its for the caregiver. They have issues as well but maybe it should go more under social programs and services. They are helping the veterans that are not able to do it, it comes into a social situation so that’s why I would change it to social programs. |
| Registry exams | I was actually going to as what that was. I guess that would be getting enrolled so probably administrative. I am fighting that now. |
| Returning service member care | I guess that would be someone that has been deployed getting discharged. I am thinking mental health or social programs. As someone getting out, they are going to have a complete change of life, I remember when I got out it wasn’t the easiest thing in the world. Let’s go with mental health with that because the guys getting out of active duty may really need that. |
| Smoking and tobacco cessation | That is social programs and services because everyone is against smoking now it seems besides the military. |
| Substance abuse care | Again I think that would be specialty care as well because it’s not what I consider a normal health care, its not mental health I don’t think. |

**Card Sort 2**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | I think that should be under mental health. I have gone through it and it is definitely a mental issue. |
| MOVE! weight management | Specialty care I think because the doctor can help a little but they turn it over to someone that’s not related to them. I was in it a few years ago. |
| My HealtheVet coordinator | That sounds ridiculous to me but I need an explanation on that one. That kind of sounds administrative to me because they are helping me use myhealthevet. |
| Nutrition, food, and dietary care | I think specialty care. I have been trying to get nutrition advice but its basically non-existent. To me if they get it, it is specialty care and it goes along with MOVE or should. |
| Patient advocates | I guess I have had to deal with hem a few times and its more administrative because you are trying to get care you should have or trying to get the va to do what you think is right. Let’s put that under administrative as well. |
| Recreation and creative arts therapy | That sounds social but at the same time it goes deeper. I think it is specialty care because it could go either way. In the specialty care would be the best place for it, its not something you normally think about. |
| Applying for health care | Administrative, that’s how you get enrolled. |
| Travel reimbursement | That would be under administrative because that doesn’t have anything to do with medical care. They are just reimbursing me for the cost of getting there. |
| Veteran connections | I would ask you to explain that a bit please. I guess that sounds like it would be under social programs and services. |
| Vocational rehabilitation and employment programs | Social programs and services because it is getting you ready to get back into the work force and it is related to social. So lets go with social programs and services. |
| Employment verification | Is that where you work for the va and they verify you work there? It would go under administrative because it is something the doctors aren’t going to do so it is an administrative service. |
| Freedom of Information Act requests | Administrative again because that is not doctors taking care of that. |
| Privacy office | Maybe an explanation of what the privacy office is. I think it would be under administrative as well because if you are getting into the private information that will come from the administrative services. |
| Make an appointment | Primary care I think because that is the mostly where you will make the appointments. |

**Closing [5 minutes]**

* Anything you would like to point out based on what you saw: Is the va looking at revamping my HealtheVet. Is that what they are doing to make it easier to navigate