**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?" Yes

**Warm-up [5 minutes]**

* **Can you tell me a little about what kinds of VA facilities you have visited before?**  I have been going to the va since 2010-2011. I have seen outpatient clinics, hospital, and they had me where if I couldn’t be seen right then and there I could be seen by an outside provider. Its another service the va offers and I think it was started due to COVID
* **Rating:** when I first started I didn’t know where to go, being new it was completely different then active duty. Overtime it has gotten more comfortable knowing exactly who to go to and who to talk to.
* **Have you ever participated in a VA research study before?** I have I want to say earlier this year and it was more about the sleep study they had.

**Usability tasks [~ 40 minutes]**

**Card sort 1**

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| **SERVICES** | **PARTICIPANT NOTES** |
| Medical records | Administrative. Well medical records let’s put under social programs and services. That one I know when I needed to get my records there was a spot you had to go get it and I didn’t have to go to primary care and I know it isnt under mental health. Specialty care I say no, its more x-rays and certain programs. I know social programs you can get the records from military services. |
| Wheelchair and mobility | That would be specialty care. |
| Whole health | I just got registered for whole health the other day. I just got my coach I haven’t started it but from what I heard it is a good service the va offers. Ill see how it is once I start using it.  I would say it would go with social programs and services. |
| Women Veteran care | Social programs and services. That one I feel like it is a service strictly for the female veterans. I don’t think it would be primary care, they are more primary doctors and mental health is for mental health. For social program and services is it based off of the service like a specialty care so it falls there. |
| Workshops and classes | Social programs and services. |
| Billing and insurance | Administrative |
| Chaplain service | Specialty care. |
| Library services | Social programs and services. |
| Radiology | Specialty care. |
| Advice nurse | Primary care. |
| LGBTQ+ Veteran care | Social programs and services. |
| Military sexual trauma care | That one would go with programs and services. |
| Minority Veteran care | Social programs and services. |
| Social work | Social programs and services. |
| Caregiver support | Specialty care. |
| Registry exams | What do you mean by that one. I am stuck between primary and specialty care. I would need to go to primary because you have to talk to them first then they put in a referral for that. |
| Returning service member care | Is that the one when coming back from deployment or overseas. Social programs and services. |
| Smoking and tobacco cessation | Are they talking about stopping or a program to help stop. Social programs and services. |
| Substance abuse care | Social programs and services. I feel like each one of those have their own locations and I know for most of them I see them under social programs and services. |

**Anything need reworded:** No, I would just leave it how it is.

**Category rewording:** If I were I would say prepare for visit. I am trying to think of a better way to word that. It’s the only one that gets me hung like what exactly do they mean by that.

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| CATEGORIES | PARTICIPANT NOTES |
| Prepare for your visit | What do they mean by that one. |

**Card Sort 2**

|  |  |
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| **SERVICES** | **PARTICIPANT NOTES** |
| Grief and bereavement counseling | That one would be under specialty care. |
| MOVE! weight management | Social programs and services. |
| My HealtheVet coordinator | I want to say primary care for that one. |
| Nutrition, food, and dietary care | Specialty care. |
| Patient advocates | I want to say it should be under administration. |
| Recreation and creative arts therapy | Social programs and services. |
| Applying for health care | Prepare for visit because I am looking at it if you are applying we need to make sure all of the paperwork is done before. |
| Travel reimbursement | Social programs and services. |
| Veteran connections | What do they mean by that one. I feel like that is a program so Social programs and services. |
| Vocational rehabilitation and employment programs | Social programs and services. |
| Employment verification | Social programs and services. |
| Freedom of Information Act requests | Social programs and services. Well let me ask. Is that the one for releasing infomration. Yeah let’s put that under social programs and services. |
| Privacy office | Administrative |
| Make an appointment | Primary care. If you make an appointment it is with primary care. |

**Anything need reworded:** Nope.

**Closing [5 minutes]**

**Post-research follow-up questions**

* Anything you would like to point out: Now I know you said you are trying to change or update one of the programs. Which site will it be updated.
* Preferred method: I use to call but now I send messages because they respond quicker than listening to the VM and playing phone tag. It is a lot easier. Maybe try to do a notification for us. When they respond we could get it as a notification by email so we know instead of just waiting and logging on to see. Just a better way of notification.