**Conversation Guide**

*Start recording.*

* **I have started recording**. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes, I am comfortable with that.

**Warm-up Questions (Optional) - 3 minutes**

Before we look at the website, let’s start with a few warm-up questions.

* How often would you say you use va.gov? Va.gov for making medical appointments, speaking with my doctor. I also use the va to pay my prescription co-pay and also deal with the audiologist, eyeglasses. I do probably as much as a weekly basis.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Normally when I go on I go right to what I need if it is a message I expect or what I need to send them. I don’t browser much but I look around to see if anything is new.
* If not often, do you find or receive VA information in another way? They send mail. One thing they are good with is the phone, mail, email for appointments. You can’t forget you have an appointment unless you want to get out of it. they are really good with communication.

**First Task v.2: Switching Experiences - 5 minutes**

Participant: Veteran with VA health care  
Start screen: [TRICARE beneficiary Lovell Federal Health Care Center](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395169/simulate/no-panels)

* As someone who is enrolled in VA health care, where would you go to get more information on the pharmacy at Lovell Federal Health Center? Pharmacy down in the blue list. I guess I am not having good luck hearing.
* Concern about hearing or the task: hear, I don’t think it is confusing. I can get around in the form pretty well. I do have a hearing issues and that is my number one VA interest. I lost most of my hearing but I have hearing aids. I did put it on the form so it was not a surprise. Unless I get different type of headphone the voice is not clear and sharp. Its not your voice it is the hearing.

**Post-Task Interview - 3 minutes**

* For dual-eligible Veterans: How often do you use 1 health care benefit over the other?
* Any additional thoughts on the tasks that you completed?
* Any questions for me?
* If time permits and they are a va.gov user: Is there anything else about your experience on va.gov that you'd like to share?

**Thank-You and Closing - 2 minutes**

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!