**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

**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? Just about everyday
* For what things: I look at my va notes, prescription refills and to check my claims. Those are the three most popular things I do on there.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? I have browsed a few times to see what was accessible. To see what infomration what infomration was available and when there are knew things that you can access on there like different comp rating or prescription lists or new apps. I may be curious so I check it out then.
* If not often, do you find or receive VA information in another way? I do, I receive the VA updates/infomraiton emails. I like to read and like to read soi get those. I can’t remember what I clicked on

**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? Right where it says pharmacy right there. I would click on pharmacy.
* End the task there and that you found it: yes it would depend if it had the infomraiton I am looking for. Sometimes I can click on it and it will give me my current prescriptions and then theres another that gives me all prescriptions then another for refillable prescriptions
* Yes I would click on that and it gives you the number if you need to call, yeah that’s it.

**Second Task v.2: Location Experience - 5 minutes**

Participant: Veteran with VA health care  
Start screen: [TRICARE beneficiary system page](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395168/simulate/no-panels)

*Stop sharing screen.* Pre-question: Imagine you're sitting down to your computer or laptop, what's the first thing that you would do to get to the va.gov page for the Evanston VA location? Right here I would look under all va health services because it will sometimes give you infomraiton on certain hospitals.

Go to va.gov first: yes.

*Start sharing screen.*

* As someone with VA health care, how would you find information on the Evanston VA location? Location page from here, Va healthcare services because we are looking under Tricare I would say you want to go to health services instead of make an appointment because I don’t know if it will take you to the one you are looking for.
* Review all health services: yes
* What would you do if you weren’t finding what you needed: Then I would click on make an appointment because I am already registered for care.

**Post-Task Interview - 3 minutes**

* Familiar with Tricare: Only familiar because I know others that have it. My niece has it because her husband was a vet and he died so they are under the Tricare system.
* 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? For the most part I have had a good experience. If anything I went to the doctor yesterday with community care and I needed to provide a list of prescription because he didn’t have them. I used the app on my phone and provided it to him. Anything I have been looking for I have found.

**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!