Questions for Pittsburgh

1. **Have you already received a first or second dose of the COVID-19 vaccine?**

a. If **yes, already received**: Did you get the vaccine from VA or from another location?

- If from another location:

- Where did you get your COVID-19 vaccine?   
- How easy or difficult was it to get a vaccine? (**End of questions**).

- If from VA, **go to question 2**.

b. If **no, not yet received**: Do you intend to get a COVID-19 vaccine when one is offered to you?

- If yes: That’s great to hear. (**go to question 3).**

**-** If no/unsure/don’t know:

* What concerns do you have?
* Is there any information that VA can provide that would help you feel more confident about your decision? **(end of questions)**

1. **(YES, RECEIVED, from VA)   
   How did you learn that you were eligible to get a COVID-19 vaccine from the VA?**   
     
   Follow-up questions

* What types of notifications did you receive?
* How did you respond to the notifications you received?
* Do you recall if you received a text message on your mobile phone about making a vaccine appointment?
  + If NO: Have you ever received a text message from the VA about an appointment, such as a reminder? Do you use text messaging on your mobile phone?
  + If YES: Do you recall if you responded to the text message? If not, why not?
* What can VA do to improve its notifications to Veterans about getting a COVID-19 vaccine appointment?
  + What is your preferred way for VA to reach out to you?
  + Is there any information you wish VA had provided to you when you made your vaccine appointment?
* How did your COVID-19 vaccine appointment(s) go?
  + Is there anything VA can do to improve the COVID-19 experience at VA facilities?
  + What would you want other Veterans to know about getting a COVID-19 vaccine at VA?

1. **(NOT YET RECEIVED) Have you received any notifications from VA about making a COVID-19 vaccine appointment?**

Follow-up questions (ask as appropriate)

* What types of notifications have you received?
* How did you respond to the notifications you received?
* (if they do not mention text message): Do you recall if you received a text message on your mobile phone about making a vaccine appointment?
  + If NO: Have you ever received a text message from the VA about an appointment, such as a reminder?   
    Do you use text messaging on your mobile phone?
  + If YES: Do you recall if you responded to the text message? If not, why not?
* If they did not get any notifications: Do you typically receive emails or texts from the VA about your appointments?
* What can VA do to improve its notifications to Veterans about getting a COVID-19 vaccine appointment?