**Round 1 Usability Study – Pilot participant**

**3/4/2022 – 1-2pm ET**

[Prototype Link](https://www.sketch.com/s/908b453b-ef8b-4193-b955-ea00f9fd14aa/a/jgzLvgz/play?hotspots=false)

**Moderator logistics**

*Use*[*#feedback-backchannel*](https://dsva.slack.com/messages/C40B45NJK/details/)*in Slack for real-time feedback from observers.*

*Mute your Slack notifications*

*Before the session, send out the*[*observer instructions*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/during-research/howto-observer-instructions.md)*to your observers (Slackbot will do this for you if you type "observer instructions" into*[*#feedback-backchannel*](https://dsva.slack.com/channels/feedback-backchannel)*).*

*In the Attendees section, make sure everyone except the participant is on mute.*

*In the Participant "more" menu, make sure "Play Join and Leave Sound" is unchecked*

*Check your [screensharing setup] and share permissions for participants.*

*When the participant is ready, begin the session with the following intro*

**Intro - 5 minutes**

Thanks for joining us today! My name is Lauryl and I also have some colleagues on the line observing and taking notes. Today we're going to show you some early ideas related to accessing and managing your VA healthcare online.

Before we start, a few things I want to mention:

* **This entire session should take about 1 hour.** I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
* **In this session, we want to hear your honest opinions.** We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
* **You'll be interacting with a Demo.** This is a demo and not a live website, parts may not function exactly the way you expect. Some areas of the prototype will be clickable, and some will not. Just let me know what you'd expect to happen in that case. Since it's a demo, none of your actions will affect your actual VA information or benefits.
* **If for any reason and at any time you want to stop the session, please let me know.**
* **Are you comfortable if I record my screen and audio as we talk today?** We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.
  + If yes: **Once I start recording, I am going to confirm that you are ok with me recording this session once more.**

*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?

**Warm-up Questions - 5-10 minutes**

* Do you have healthcare through the VA? How do you manage your healthcare benefits? How would you like to manage your benefits?

Yes, though I don’t use it b/c I have private insurance that’s better.

* Do you have other benefits through the VA? How do you manage your healthcare benefits? How would you like to manage your benefits?

Manage private insurance through work. Use online. Have flexible spending account. Doc appts, can look up results from tests. I’ve been really happy with this new part. HEALOW is the app. “I’ve been able to do a lot with that.”

I use another app for FSA.

Have used VA health care benefits. Checked my record. Recently stopped doing prescriptions in last 6 months, just b/c have not been going. Still have primary care doc with VA.

Has disability.

Real issue with my wife trying to pay for prescriptions. “Seemed kind of broken.” Then it kind of all went away with COVID package. [Referring to VA not requiring Veterans to pay for the first year+ of COVID.]

Eventually we did pay some, sent a check in. You got through the steps and it didn’t work. [NOTE: this ^^ feedback from this same Veteran (on paying a copay bill) was captured in detail during the Digital Modernization Team’s generative research.]

Used benefits like national parks discount. Best, most reliable site for that.

* Have you used MyHealtheVet? If Yes, how often do you use it? What do you use it for? What would you change about MHV?

Yes, I go in that way when I go thru stuff. Log in thru MHV.

Prescriptions, appt times, looked at notes from doc.

* Do you use secure messaging now? What for? How often? What would you change about it?

Don’t think so. Where I could send stuff to the nurse or whatever? Don’t know if asking for a prescription qualifies. Don’t think I was conversing with the nurse then. You just click on the thing. (Think he was referring to refilling a prescription.)

* [have participant open up a browser] You got an email from the VA that there's a new way to look at all your healthcare needs in one place, but you can't remember what it was called. How would you find it?[if needed, direct participant to open VA.gov homepage] Where would you expect to find it on VA.gov?

I’d Google that. [After clarifying the question:] “For me, I’d just log in to MHV.”

**Health Apartment homepage, unauth - 5 minutes**

* What are you seeing here?

“It looks somewhat similar.”

I would do it on mobile. Pull up MHV where I can see Pharmacy, Appts.

“I like the way it’s set up. Seems really easy.”

“Like how this is set up – looks like everything is right there.”

* (if they noticed MHV branding) What does that mean to you?
* What are you able to do on this page?

“I can do a lot on this page. I like how you have the disability benefits.” Sometimes I look at that because I have disability.

I know about going outside VA (looking at community care).

Like copay bills. That’s great if that’s easier. [Referring to troubles with paying VA copay bills for prescriptions.]

Don’t see anything missing.

How much changes when I log in?

It might know which health care system I’m in, might recognize this. I have noticed this in the past.

[He scrolled up and down a good bit, looking over the page.]

* Talk to me about the links that you're seeing on this page (dig into side nav if they bring it up)
* How would you sign in?

He clicked on lower login to sign in (not the sign-in button in the top nav).

* What do you think you'd see if you were to sign in? (have participant click thru login to auth'ed version of the page)

**Things to watch for:**

* Do they notice this is MHV branded?
* Do they expect to see something different if signed in or not?
* How do they expect to get to this page? How does it relate to the bigger VA.gov site?

**Health Apartment homepage, auth - 5 minutes**

* What's different about this page? What website is this?

It’s about me. Like how this puts all this info in my face. Good for older Vets.

* Now that you've seen this page, where would you expect to find it on the VA.gov website?

Expect this under health care. If you are in the system, it’s MHV. I am not somebody walking out without a login.

What does the VA first page look like? VA.com, or .gov? I would expect… Clicked on My Health (top right), said “is kind of easy.”

Repeating back: Would expect to see this under My Health tab. Yes.

Then he seemed a bit confused – wanted to look at main VA page.

Went to VA.gov. Quickly opened “VA Benefits and Health Care” menu at top left. Would expect it there. I don’t know if my login is the same here. If it’s not, then I want to see a MHV link. [Pointing to upper right sign-in on VA.gov homepage, says not sure it’s same as MHV sign in, which he trusts.] “That’s the way I go in.”

* Where do you think the information you're seeing is coming from?
* What are you able to do from this page?
* What is missing from this page? What information would be useful for you to see here?
* Medical Records: Let's say you needed to get a copy of your vaccine records, how would you do that from here? (before clicking) What would you expect to see here? Who's data would be here?
* Pharmacy: Let's say you needed to check on a prescription, how would you do that from here? (before clicking) What would you expect to see here?
* Messages: You want to send a message to your doctor, how would you do that from here? (before clicking) What would you expect to see here?

Clicked on Elizabeth McSweeney, said this is my doc.

I am clicking on the message. Might be able to start a message on next page. This looks like a response message.

Expect “view all” to be full inbox.

* Appointments: You want to check all your upcoming appointments, how would you do that from here? (before clicking) What would you expect to see here?

**Things to watch for:**

* Do Veterans notice the info shown is now personalized?
* Are Veterans successfully able to complete the tasks?
* Does their understanding of what actions you can take on this page change once they see the logged in version?

**Messages - 5-10 minutes**

* What can you do on this page?

Expect this? [Now on Messages landing.]

Not quite. The one was saying the name of the doc, and that’s not there… [Noticed inconsistency in the content.]

Went to Compose on left nav, then said there is Compose up top [next to H1].

What would search messages do?   
I would just type the doc’s name, or whoever I’m dealing with. I use that quite a bit.

Noticed “most recent” in dropdown and commented that messages were out of order [per date].

Went down to bottom and saw pagination. Said this is almost in backwards order. Oldest is at top. Have to go to next page to see most recent.

* You remember that you had sent your doctor a message a few months ago with questions about covid testing. How would you find that message?
* You have a new message from your doctor about a recent test result, how would you look at it?
* You want to send your doctor a message about your upcoming appointment, how would you do that?
* Let's say you wanted to see messages just from the last 6 months, how would you do that?
* What other ways would you expect to organize your messages?

How else you expect to organize your messages?   
I don’t do that very often.

“To me, the search tool is the thing that kind of puts them all together for me.”

If I’m doing lots of things, would use folders to organize.

Pointing to left nav, seems easy to do things from here.

Lot of times messages are split by year: This year’s, last year’s.

To see full details of a message, click on the bold subject line. Noticed highlighted, underlined.

“This looks great. I wish I could give a better comparison… I really like the way this is. Very happy.” [Previously he said he did not recall using secure messaging on MHV.]

Usually went to MHV on phone, did Pharmacy.

How go to Pharmacy?

Would click on Pharmacy on left nav.

* If you had questions about your messages, how would you find answers?
* How would you get back to that first screen we saw?

**Things to watch for:**

* Do Veterans understand this is the same functionality as MHV secure messaging?
* Are Veterans successfully able to complete the tasks?

**Pharmacy - 5-10 minutes**

* What can you do from here?

It knows who I am. List of stuff. Tells you if it’s available for refill. This eliminates a lot of steps compared to mobile version.

From here, I can manage all my prescriptions. These would all be thru VA. [He’s pointing to the 2 prescriptions with “refill” buttons.]

If you click on a prescription, should show if you can refill, how many refills, and so on. Would tell you if you are out of refills and they needed to contact the doc for you. You would get confirmation, be told when it should arrive.

* Let’s say you needed to refill some prescriptions, how would you do that?

He described doing this on MHV on mobile previously, said it was a bit challenging.

* How would you receive this Rx? (If by mail) What address would you expect it go to?

Where would you expect prescriptions to arrive to?   
My house.

What address if you are refilling, would you expect?   
My home address.

* How many medications can you refill right now, based on what you see here?

[Looking at Pharmacy page:] Would expect to refill 2 prescriptions. Have 1 prescription to contact doc to renew. For need to renew, would expect them to do it for you, as I remember.

* Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that?

One prescription is on its way. “In transit.”

Don’t understand “In progress.” Might mean not ready for refill yet, but by clicking on it, can find out if that’s true. Expect to see more info.

* You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that?

Would click on track prescription.

He looked at bottom of page to see if there’s a key saying what “in progress” meant.

Moused over/saw breadcrumb.

I can add a medication if my doc prescribed stuff. I could update VA on my prescriptions. Might see a specialist from the outside. For example, the part of my body that’s disabled, it’s thru VA. I can choose whether they do the surgery. VA records it.

I have noticed that if using private doc, the info doesn’t always get to VA.

Would expect medications I add to go up in here (moused over top of list). Would expect doc to see it.

* What other things can you do on this page? (If they notice Other Medication + Allergies/Reactions action links) Where do you expect that info to go? Who would be able to see that info? What are your thoughts on being able to add that info here?

Allergies and adverse reactions?   
“Mine would already be in there. I’m assuming I would see mine.” [Then he seemed to hesitate a bit.]

You could make Veterans Crisis Line more prominent.

* What's missing from this page?

Can’t think of anything.

* You want to check all your upcoming appointments, how would you do that from here? OR How would you get back to that first screen we saw?

To go to Appts, used left nav.

**Things to watch for:**

* What would Veterans want to be able to do on this page but can't?
* Do Veterans understand the different types of actions (refill, track, renew, and view all Rx) they can do here? Does it makes sense to them to have that on one page?
* Are Veterans successfully able to complete the tasks?
* If the info listed on this page useful for Veterans?

**Appointments - 5-10 minutes**

* What can you do on this page?

Check on my appts, pre-check-in for my appt, “which is nice.” Not sure if this is COVID related. I went to VA and had to stand in front of machine. Great if you can check in online. Am I doing that before I come in? Or in my car in the parking lot?

I use my phone all the time.

* How would you get more information about your appointment on November 25?

Wd click on details to see info on Nov 25. Expects to see:

* + Who appt with
  + Special instructions like fasting for blood test
* How would you make an appointment with your doctor?

Make new appt using “Start scheduling” [under H1].

* (Check-in link) You got an email and VA needs you to fill out some paperwork ahead of your upcoming doctor visit, how might you do that from here?

I would assume it’s under pre-check-in.

* Let's say you wanted to sort the appointments you see here, how would you do that?

Would use sort to see appts from past month. Wants to see what’s under the dropdown, the different ways you could group appts.

* What's missing from this page?

I wonder if Past is option under dropdown. Is helpful if you are looking back. Don’t know if I would have to go to Medical Records for that. [He knows past appts are in Medical Records.]

Expects in Medical Records:

* + List of appts
  + Doc notes
  + Results of testing
  + Surgeries

Clicked on left nav to go to Medical Records.

* You want to send a message to your doctor, how would you do that from here? OR How would you get back to that first screen we saw?

**Things to watch for:**

* Do Veterans understand that the side navigation has additional tools related to Appointments?
* Are Veterans successfully able to complete the tasks?

**Medical Records - 5-10 minutes**

* What are you seeing here? What would you come here to do?

Scrolled thru page. Noticed add and track, FitBit. I would click on that and see. I use Apple Watch. That’s interesting.

Comment on Medical Records landing page: “More than I expected.”

Nice that it’s easy to stop or share your records. In private sector, I have had to drive to the doc to sign for sharing records. This is nice.

Likes labs and tests, that they are separated. Would click on see labs and tests to see most recent result.

* Your doctor has asked you to record how much you walk these days, how would you do that from here?
* How would you check your most recent lab results?
* How would you see all your labs and tests?
* You had an Xray a few months ago and you want to check it out again, how would you do it?
* What does Blue Button mean to you?

Don’t know what Blue Button report is. Looks like you can make a customizable report, anything entered in MHV. Would click on get my Blue Button report or on download report. Assume these would do the same thing.

What is VA Health Summary?

Don’t know what it is. Your yearly or semi-yearly evaluation? He started to mention primary care doc.

* You need to get a copy of all your VA medical records to take to a community care visit, how would you do that?

How to bring all your health records to your appt with doc outside VA?  
I’ve never had to do that. Don’t know. Occasionally had to carry an MRI. Haven’t really crossed between VA and private.

He stared at top of page for long time.

To take X-ray to doc, would go to medical images and reports. Assume I could put in an outside doc’s info here and have the VA release it. Would “absolutely” want to do that. Think lot of people would. Have to drive 45 minutes to nearest VA hospital, on a good traffic day. Clinic nearby. Lot of people are using VA for some stuff and not other stuff. Everything is digital.

To go back to 1st page, clicked “My Health” at top right. It knows it’s me. I’m logged in. Or I would click on Home [in breadcrumb].

* Have you downloaded medical info from the VA (or other providers?) before? What was that experience like? Did you have any issues? How did you resolve them?
* What is missing that you'd expect to see here?
* Let's say you needed to check on a prescription, how would you do that from here? (before clicking) What would you expect to see here?

**Things to watch for:**

* Does it make sense to have patient entered data on this page? Do Veterans find it useful?
* Do veterans understand the difference between Health Summary and Blue Button and why/when they would need them?
* Do they understand they are seeing recent stuff and not all, and how would they get to all?
* Are Veterans successfully able to complete the tasks?

**Post-Task Interview - 2 minutes**

* What are your thoughts about what we looked at today?

Really think it has been an improvement. Yeah, I really like this.

Noticed that disability section changed since I signed in. “Outstanding” to click for higher rating. Can see claim if I have one.

Disability has not been all tied together, or easy to do and see. Nice to see it all in one area.

“I look forward to using this when it gets up.”

* Any other things that would be good for us to know?

Nope.

Noticed Veterans Crisis Line at top in red. Said, “Yay!”

**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!