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 - 5-10 minutes

• Do you have health care through the VA? How do you interact with your health care? How would you like to? I don’t I am not sure it is required or not. I know it is an option if I need it later.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? I have used my G.I. Bill for education. I managed it, first when I applied at the Veteran office at my school. I would have like to be able to see a statement so I could track the amounts I had left because it was never clear to me.

• Have you used My HealtheVet? If Yes, how often do you use it? What do you use it for? How do you access it (phone, tablet, laptop, etc.)? What would you change about MHV? I feel like I have heard of it, but I have never used it.

• Do you use secure messaging now? What for? How often? What would you change about it? No.

• You got an email from the VA that there's a new way to look at all your health care 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 would probably Google online VA health something.

Health Apartment homepage, auth - 5 minutes

*Veterans will be taken directly an authorized homepage screen.*

• What do you see on this page? It says welcome to myhealthevet, a place to sign in or create an account, medical records, and then more information on the bottom. It looks like you can get all the information. On the top I would either sign in or create an account.

• Where would you expect to find it on VA.gov? I would help there would be a link to myhealthevet or a link for health benefits.

• Can you sign in now? Yes. I click on the button to sign in.

• What's different about this page? What website is this? Now it has my name. Then it provides all my information.

• Where do you think the information, you're seeing is coming from? I would guess my health records. Messages seems to be from the doctors.

• What are you able to do from this page?

• Is there anything else that you would like to see on this page? If yes, what information would be useful for you to see here? I don’t think so. I think the one thing when I think of how I interact with other portals. I am thinking if I click on the messages, I would be able to compose a new message. I guess that would be an extra click. I am trying to not use my nursing brain. If I click on the medication, would it let me refill or just information on the medications.

• 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? Whose data would be here? Scrolling down I would view all in medical records.

• 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? I would click view all messages.

• 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? I click the link on the top to take me back or the back arrow. I would think the ones listed are the most upcoming appointments, but I would click view all.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? I am scrolling. I am looking test results, blood work, VA blue button report, which I don’t know what it is but it explains that to me. I am assuming my vaccine record would be in there, but I think it would have all my health records in there. Track your health information, like my health data from my watch. If I needed to update my health records, I would not know where to go for that. Can I click on the three lines? I still don’t know where I would get my vaccine records. Maybe the blue button or health summary, but I would click on those and look around.

• 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? I would click on labs and tests. I would click on view test details. I would want to see the lab report. In some cases, the lab report would be released once the provider has looked at it and made notes. I like to see my results right away, and if the provider has notes he can reach out later. I would expect to see a lab report.

• How would you see all your labs and tests? Where it says see your labs and test. I would want to see the labs I had drawn and when they were drawn with the most recent on top.

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

• You had an Xray a few months ago and you want to check it out again, how would you do it? Medical images and reports. I would click on that and expect to see the same thing as the labs but just with the images. If it was an x-ray it would have the image and notes from provider.

• What does Blue Button mean to you?

• 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? I don’t think my current provider has that option. I have downloaded from LabQuest. You have to go and request it from my current provider.

• What other things can you do on this page? What is missing that you'd expect to see here? There is the option to share you information. Managing your options for the outside providers. Otherwise, there is not anything else on this. I like that it has all the different options to jump down to images instead of having to scroll all the way down. I don’t think anything is missing.

• Let's say you needed to check on a prescription, how would you do that? OR How would you get back to that first screen we saw?

Pharmacy - 5-10 minutes

• What can you do from here? \*Scrolls page\* One is coming, one says renew soon, looks like you can add your own.

• What kind things would you expect to put in there? Any over the counter medications and vitamins. Or if there were any medications I received from outside providers.

• Let’s say you needed to get more of some prescriptions, how would you do that? There is two here that says you can refill. I would start there. It also looks like you can click on one of the individuals one as well.

• What would you expect if you click on that? I would probably click on refill all eligible prescriptions and a list come up.

• How would you receive this Rx? (If by mail) What address would you expect it go to? I guess I would pick them up or mailed to me.

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

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? Some are in progress so that means I have already tried to refill it. This one needs to be renew so I need to contact my provider. This one that it was given by an outsider provider. Renew soon mean I have used all the refills I was allowed so I need to talk to my provider.

• You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that? On this one it says track this prescription so I would click on that. I would think a shipping information would pop up. Location updates.

• What other things can you do on this page? (If they notice Other Medication + Allergies/Reactions actions) 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? (If they notice the medication statuses i.e. expiring soon, in progress, etc.) What do you think that means? Is there any additional information that you need?

• What other things can you do on this page? What's missing from this page? Not really. I can add medications to my list and edit. Oh, look I can add allergies or adverse reactions.

• Who do you think would see that information? My healthcare team, the pharmacy, and myself.

• Do you think anything is missing? I don’t think so. I think the one thing, if I click on one of these medications would it tell me what it is for or the side effects? Could I get that information on there instead of going to Google?

• Would you like that information on there? I would. The nurse in me I want that information because otherwise I would go to Google. That would be a useful information. Even more so if you are a Caregiver, it would be nice to click on that to be able to see how to help your Veteran and the dosage and other special instructions. Some may throw their inserts away so having that in that section would be nice.

• 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? On this I would go back to main screen.

Appointments - 5-10 minutes

• What can you do on this page? I can manage my VA appointments, request an appointment, look at my upcoming appointments, and details.

• What would you like to see there? What clinic I am going to, location, provider, clickable address so it can go to my map app, contact information. I think that would be the key information.

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

• How would you make an appointment with your doctor? Looks like I can click start scheduling. I would expect to see first a list of providers that I currently see. If there were other specialty providers, I have not seen there would be another box with those listed. The program I currently use I have to choose some many options prior to messaging my primary provider. You would think it would be listed to the ones you visit most often.

• (Pre-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? That would be nice to have under the details. If it was required before you got there you can have an icon to notify you that you have paperwork awaiting, you to fill out.

• Is that how you would prefer to fill out paperwork, online? Yes, I think it would be easier because I do not like printing and filling out. If it is easy to fill out and user friendly it is not hard to fill out on the phone.

• Let's say you wanted to sort the appointments you see here, how would you do that? I would click on the three lines under in this section. Otherwise, there isn’t anywhere to sort. I mean there is pending and past. I am not sure what pending is. Looking at this maybe it is the ones coming up. It may be an appointment I have requested an appointment and I am waiting for them to approve that referral.

• What other things can you do on this page? What's missing from this page? I don’t think so. With these appointments, I personally use the calendar app, it would be handy if you could add to your personal calendar app through a hyperlink in this app. To go in and out of the app to add to your calendar can just get confusing. There isn’t even a calendar to show you what today is, and this is your next appointment. Just a visual.

• 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? I would go back by clicking my health button.

Messages - 5-10 minutes

• What can you do on this page? I can compose or search messages. There are read and unread messages.

• How can you tell which are unread? They are bold with a dot next to them.

• You remember that you had sent your doctor a message a while ago with a question. If you wanted to re-read their reply, how would you find that message? I would scroll down to see if I could remember around when I sent it. I may also click on most recent and a drop-down menu and it would be nice to sort by provider name. It looks like it is in date order. I would like it to give option to organized by sender.

• 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? I would hit compose message.

• What would you expect to see there? It would be nice to send to your primary team already there, and there would be a search option to find other providers. It would also have subject and message body.

• 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? I don’t really organize it. I would just look at it as it.

• If you had questions about your messages, how would you find answers?

• What other things can you do on this page? What's missing from this page? I see now that I can search messages. The one thing I am not seeing it the option to delete messages if I wanted to delete.

• You would like that option? I would, but I understand it could get annoying if I continue to ask the same question over and over to a provider. Some messages I would not need to keep all the messages that are in the inbox.

• How would you get back to that first screen we saw?

Post-Task Interview - 2 minutes

• What are your thoughts about what we looked at today? It looks pretty clear on what is available to do. I think the main page, I think it would be beneficial to be able to compose a new message or request an appointment instead of having to go into that section to do either of those options. I think having appointments on the top would make the most sense and pharmacy second, so it is not constantly changing.

• Any other things that would be good for us to know? I don’t think so. Is this going to be a website or an app?

• Currently it would be a website, but do you prefer one over the other? I am thinking of notifications. How would you get notified? I think alert wise an app would be best. If I went on the website, would it tell me if I have unread messages? On pharmacy is there a way to download your medication list?

• Would you like that option? Yes, this way if I go to a new provider and they ask for your list of medication that would be great to have. It is nice that it is here, but it would be nice to download.

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!