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 ma’am.

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? Yes ma’am. I order my medication through my health VA, and if I need any assistance through secure message.

• How often do you communicate through there? Once or twice a month. I am having issues with getting some records. It has been months. I need those records for a claim.

• Was this a VA doctor? Yes ma’am

• How else has your experience been? It is annoying that I can only see 10 prescriptions at a time unless I go all the way to the bottom to display all 25 prescriptions. I wish that was on the top. I think they should show all 25 at a time.

• Have you had issues with messaging? It has been pretty good. The notifications are hit and miss. I understand there could be issues with being with an overwhelmed server.

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

• 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?

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

• 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? Do a search online, VA login or VA Myhealthevet. That is what I usually search to login. I know there is a new login that the VA are transitioning to.

• What other VA websites do you use besides Myhealthevet? None of them because I was not aware there were more. I have used the virtual appointment links.

Health Apartment homepage, auth - 5 minutes

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

• What's different about this page? What website is this? I see welcome to MyHealtheVet one place to manage everything. It lists off everything I can do on this page. It looks similar to the one I normally use, MyHealtheVet. It just has a different format just same information is available. Does the menu work?

• This one does not. What would you expect to see there? Everything that I could do without all that information underneath it. There have been times that information is not updated within the pharmacy department online recently. When that happens, I write a message to the provider for a new refill. Sometimes that can take up to 4 months to refill. I ran out recently in December and was not able to get a refill until March. I have never used the appointment part on the website, so I have no idea if they are good or bad. I do get the emails that remind me, and I put them on my calendar. I had 3 reminders and this appointment alone. Thank God I have Medicare because I can always be seen outside of the VA and I do not need to wait for approval from the VA. It says you can chat with us now. Oh, that will be fun, we don’t have that right now.

• How would you log on? One this one I would click on sign in or create an account and use my normal login credentials.

• How would you think this would look once you log in? The same. I would just go to where I need to. I do not search the website.

• Where do you think the information, you're seeing is coming from? The VA files. Where it says healthcare benefits, it is very impersonal. Why does it say pay your VA copay that is not a benefit? Let me see my benefits first not paying a bill.

• How would you get to this website? I would search it online with My and it usually pops up, and then I log in. All my information is prefilled out and it checks my face and then I am in.

• What would you search for to get here? VA log in or Myhealthevet.

• What are you able to do from this page? Pharmacy that is what I usually use this for. They have appointments, but I never use that. Medical records, that is nice.

• 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?

• 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? I would hit the menu and hopefully find something there that I could go there. It would be easy if I could go to 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? I would go to the area that says pharmacy. Oh, wait I missed this area it says messages, so I would go there. \*Keeps scrolling\* I would go to view all prescriptions.

• 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 go to the menu next to my name and look for the messaging system through there. Since that does not work, I would scroll down the page and go to contact us. I would click on contact form would be the messaging. It says contact us, but it does not work.

• 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? Go back to main menu and click on click on view all appointments.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? They have the blue button report. I have tried to use that, and it did not work.

• Was that the first time you have tried to use it? Yes ma’am.

• What else can you do? Healthcare summary. I am not sure what that it is. There is a link here to tell me what this is.

• What would you expect it to tell you? I would expect it to tell me what that is.

• 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? Right here it tells me to view test details.

• How would you see all your labs and tests?

• 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? I would find a link to more records. I would go to click on images.

• What else can you do? I could track my health. I am assuming that I would be able to track different levels and they could give me a warning if anything is off. I do not share that information because now people are hacking the systems all the time. I would rather print and take them in. I do not trust no one. I would not share that information with anyone. Some people may share that information with outside providers. I would prefer to take in paper copies.

• How would you track how much you walked? That is easy I don’t. I walk in the house. I have issues with my knees, so I do not do a lot of walking. I am guessing that there would be a means that you can track that. I know on the iPhone you can track that, so there would be a way that I can share that report on here to send to my provider. This print is so small I have to zoom in. It would be nice if it should you exactly what I was looking at. As I scroll up it says in these sections. It has more shortcuts. Reads off the list under that tab. This is a submenu for medical reports. I am assuming if I click on My Health, it will take me back and take me out of the Medical Reports.

• Do you see a way on here that you would be able to do that?

• 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?

• What other things can you do on this page? 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? OR How would you get back to that first screen we saw?

Pharmacy - 5-10 minutes

• What can you do from here? Scrolls page. The other website has a table with all this information about what is ordered, but it is not separated here. The one I use now I have to remember what is in each column. In this one it tells me I can add medication, add allergies and adverse reactions, and teach me how to use the pharmacy tool. They should move that to the top.

• What does in transit mean? That they have already sent that to me and that I would be able to track it, but that does not always work.

• What would you expect to see that if it did work? All the tracking information i.e., tracking number and which carrier.

• What does renew soon mean to you? That means the system understands that I will be running out soon, and I need to keep an eye out to refill it.

• What actions would you do next? I would go up here. Wait I can’t do that here. In the current system I can put the order in now and it sends it to a que, and it would be sent out to me once it able to be sent out. This system is going backwards to me.

• Let’s say you needed to get more of some prescriptions, how would you do that?

• How would you receive this Rx? (If by mail) What address would you expect it go to? Any medication I need comes through the mail. Either UPS or USPS.

• 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?

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

• 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? Add medication that I may be taking that are over the counter this way my provider knows what all I am taking in case the mixture of certain medications could harm me. Allergies and adverse reactions.

• What can you do there? The only thing I can do there is add anything new since the last visit on this page. Say I got sick and had to go to an outside provider and they gave me a medication that caused me to get sick I would be able to add that in so everyone is aware.

• How would you send your provider from this page? I can’t do that from this page, so I would go back and go to messages. The third one day.

• 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?

Appointments - 5-10 minutes

• What can you do on this page? I am not sure why it gives me an option to start scheduling when I need a referral from my primary provider.

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

• How would you make an appointment with your doctor? Normally I just send a message and request an appointment. That is the only way I know how to do it. I guess I can’t schedule an appointment because under the menu. So that link that stated start scheduling doesn’t mean anything.

• What does the Pre-check-in mean to you? I guess with everything going on you would be able to check in prior to your appointment. Like right now I can text my provider to let them know I am there for my appointment.

• How would you get more information about an appointment in December? I would click on the appointment details and get everything I need.

• What does pending appointments mean? That means I have upcoming, but it has not happened. Pending mean it has been scheduled.

• (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?

• Let's say you wanted to sort the appointments you see here, how would you do that? I don’t see an option for that. I can see the pending and the past appointments other then that nothing else.

• What if you wanted to see just the past appointments what would you do? Click the tab that says past and then a list of all my prior appointments.

• What other things can you do on this page? What's missing from this page?

• 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?

Messages - 5-10 minutes

• What can you do on this page? In this one I can compose, FAQ about messages, and how to use the message tool. I can search messages. I also have the option to view messages by most recent and what other way they give us options for. There is an image there that tells me the last read message has an attachment. It shows me how many messages I have.

• How would you read an unread message? I would click on the message.

• 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 have no idea unless I have a way to separate messages from just my primary provider and search through that. Maybe even sort from oldest but for me that could take me back years. Under the menu there is a search option, but that does not work. If I remember the topic, I will search that or the provider and hopefully I could select a time frame.

• 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 the compose message and search for the provider, write in the subject, then I would go to the main body tell them what I need, and then send it.

• 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?

• If you had questions about your messages, how would you find answers? Click on the menu and tap on the FAQ sections. When I get there, I am assuming there would be a place for me to ask a question that may not be on the FAQ.

• How would you view the messages from the last 6 months? Right here there is a drop-down box, and I am assuming there would be an option to view the last 6 months.

• What other things can you do on this page? What's missing from this page?

• 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? Seems like you have an interest on making this websites easier to navigate. I would say it is not friendly for visually impaired folks. When I zoom in a lot of the page disappears. I think it should give me an option of bigger font. I think you giving the options for inverted colors/dark theme because the bright background is hurting my eyes.

• How do you usually make text bigger on your phone or tablets? I usually use my fingers to increase it and move it around. On Mac or Intel, I zoom in. I don’t use voiceover very often.

• Any other things that would be good for us to know? I use those options because I still have vision left, but a lot of these guys don’t have those options. For someone who needs to depend on screen reader there is a lot of information on this page that they would have to go through. The screen reader would read all the information on this page. You need to create shortcuts for those, and menu options. The current website is set up nicely. Straight to the point. For someone is totally blind or less vision that menu would be great. Even having the options to change to visionally impaired friendly for us who have the impairment.

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!