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, I 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. I go directly to the VA facility.

• Do you use any other ways to use the VA? I use MyHealtheVet.

• How would you like to interact? I would like to communicate with them daily, but I do like using Myhealthevet because I can track communication.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? I have disability. Recently I received hearing aids.

• Have you ever had to provide documents for your benefits? Yes.

• How often are you on My HealtheVet? 2-3 times a month.

• How do you use it? I use the secure messaging to talk to providers.

• 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 use my laptop. I wouldn’t recommend anything. It works for me. My computer skills are limited, but I do not have issues getting into Myhealthevet and using it.

• Do you use secure messaging now? What for? How often? What would you change about it? All the time to talk to my providers. I wouldn’t change anything because they usually get back to me within a few hours, sometimes they even call me when I send them messages.

• 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 go into Myhealthevet and ask the question to my provider on secure messaging.

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 am seeing an opening screen telling me Welcome and that I can sign in. It looks like My Health Vet.

• Where do you think the information, you're seeing is coming from?

• What are you able to do from this page? Usually, I can go get my messages, pretty much anything I want to do on there. I haven’t gone and viewed my medical records before, but I know you can. Can you go and view my messages?

• Yes, I can. Wait I am having an issues. You can not see your personal messages yet. What would you do now? I would sign in.

• How do you sign in? I would click sign in. Go to the Pharmacy. I want to see all that information.

• 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? Who's data would be here? I would want to look at my 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?

• 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? Appointments right there. I would click on view all appointments.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? I am seeing blood work with dates, health summary, and I am assuming it is the latest summary of what they have seen.

• Can you tell me more about that? Health summary would be a team or nurses and doctors got together and created a summary of my health. That is what I would assume. I have no idea what that blue button is.

• Do you have any guesses? It says your medical records. I would assume that information then.

• 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 view the details, and if I did not understand I would go back to messages and ask my provider what was going on. A lot of that information would be nonsense to me because it is not what I have done in my lifetime.

• 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? Yes, I have. I did when I needed recommended for other health issues. I took them on a CD. I went online.

• Did you create that CD yourself? No, I did not. One was created at a community care facility. They had received the images from the VA, so I had everything I needed.

• How would you send a message to your provider? I would look to that part of it that would send me directly to my doctor in messages.

• 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?

• 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? No.

• 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? I would normally refill prescriptions.

• How would you do that? I would go to the medication I need and hit refill it.

• What would you expect to see? I would think it would tell me that it was being refilled, and that they would be shipping it out soon. Usually when I do that, I have what I ordered within 4-5 days top.

• 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? They come in the mail. My home address.

• How many medications can you refill right now, based on what you see here? I can see two that I can refill. They say refill right on them. It shows that you have a prescription that needs to be redone that you have to go back into the provider’s office to redo it. It will tell you that you have run out of refills.

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? In this section it says in progress, in transits, and renew soon. Renew soon means I need to contact the provider I deal with, in transit means it is on the way, and in progress means they don’t have it or they are looking for it. They have not refilled it yet.

• You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that? I would go back and click on what I had previously ordered to see if there was an issue with my order.

• Do you see a way to do that in this demo? No. It tells me I would have to contact my provider and find out what the issue is.

• 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.

• If you could click that what would you expect to see? I would expect someone to ask me what I wanted and why.

• How you think they would ask you that? I would think it would be a nurse or doctor and would ask me why I felt like I needed that.

• How would you think they would contact you? I would think they would call me.

• How often do you get called? Often. Once I got called twice within a week. They will usually contact me within 2-3 days prior to my appointments to remind me. Can you go back to the allergies?

• What would you think would be there? Exactly what it says, I would be able to add allergies and adverse reactions from medications.

• Who would you think could see that? I think I should be able to see that to see if I would want to take those medications. I think there are medications out there that you should read the effects prior to you taking it.

• Anything else on this page? No, I am good.

• 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 screen, you can go to the menu and go to the appointments. Also, you could go back to the main page and click on messages.

• How would you get back? I would get out of this screen and go back to My Health Vet. I would hit the back button.

Appointments - 5-10 minutes

• What can you do on this page? I can see they cancelled an appointment. I don’t know who cancelled. I would go see what is pending by clicking on pending.

• What would you expect to see? I would want to see location and what department I would be visiting.

• How would you get more information about your appointment on November 23? I would click on details.

• What would you expect to see? I would want to see the provider’s name, why I was going, and department.

• How would you make an appointment with your doctor? On this screen, no. Have I done that, yes.

• Have you done that before? I go into secure messaging, send a message to my provider about my issues, and ask if I should see someone.

• What do they do from there? Someone would either get back to me on secure messaging or call me to set up an appointment, or they would tell me to go to an emergency room.

• (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? I would tell them to send me an email with the paperwork and I would do it.

• Let’s say you can do it in this app, how do you think you could do that? I would think it would be in messaging.

• If they sent that in your messages, what would you expect to happen? They would send it, and if they wanted more information, they would ask for it.

• Let's say you wanted to sort the appointments you see here, how would you do that? I would like to know the earliest appointment first.

• Would there be any other orders you would want to view them? No. I could understand someone wanting to view them in other orders, but I would not need that kind of sorting.

• What other things can you do on this page? What's missing from this page? When you do the contact us, is that contacting my health vet?

• What do you think? I would think it is a site that would be my health vet, VA history, or it would be a list of available help. Veteran programs I have never been to that one.

• Is there anything else? No, I am good.

• 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?

• 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?

• 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 click on compose a message and give me a list of providers I can send a message to.

• 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?

• 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?

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

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!