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? I am comfortable.

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 in person, on the phone, on tablet, Zoom meetings, and the virtual just through the VA. I think that is, oh yes and email. I prefer to do the video conferencing because they can see me, and I do not have to physically go in. I can interact with the VA the way I like to.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? Give me an example.

• Like disability or assistance? Yes, I have a disability.

• How do you manage your benefits? On the computer and them writing to me.

• How would you like to manage your benefits? I like it like that. Sometimes I would like to talk to a person because some answers are not just a yes or no. Sometimes it is frustrating trying to figure out how to do what you need to do.

• 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? Yes, for prescriptions, downloading records, also doing secure messaging, and sometimes I read stuff on there. I use it, maybe, it depends. It depends if I am seeing my provider and they are trying to fix issues, that could be 2-3 times a week. If I have everything settled it could be once every 6 months. I access through my phone or tablet.

• What would you change Myhealthevet? I like it the way it is. I have been using it since it began about 5-6 years ago. I got point to that from the last website which was not very well done. For me it is good.

• Do you use secure messaging now? What for? How often? What would you change about it? Yes, when I need an appointment where I do not want to wait on the phone for hours. I can secure messages any of my current providers or their nurses. They message me back quickly. I get notifications through my email that I have a new secure message and that I need to log on. I use secure messaging depends on what is going on with my health. Truthfully, I try to stay away from the VA, but it is wonderful that I can contact them, and they respond to me. I think I would like the option to message providers I have heard of instead of it just being the list of providers on my team.

• 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? My first thing would be to go onto the James Haley website, check the VA website, I would ask one of my friends, and I would maybe call the VA. I would look up VA.gov and see if it is under any of the pull-down menu. I think that is all I could do. I think that is how I would do it.

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? It says welcome to myhealthevet. I have the menu at the top right, I have sign in or create account, pharmacy, appointments, health care benefits, healthcare overage, and lists all the social medias. I can download VA mobile app.

• Where would you expect to find it on VA website? VA.gov homepage.

• How would you sign in? I could sign in on top by menu or sign in/create an account.

• What would you think you would see? The login and password page. It says welcome to my HealtheVet Jennifer. Now I see pharmacy with my medications, with my messages with details, my appointments, Covid 19 tests, and a section with all my medical records. Is this what you want me to do now?

• Where do you think the information, you're seeing is coming from? You mean the VA or from my accounts?

• Which one would you think? I would think it is from the VA.

• 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 like there is a help desk at the bottom. Is the help desk for technical issues or with issues I am having on here?

• Which would you like? Both. I would like to have someone to help me get on if I could not be able to get on, and I would like to be able to contact a live person if I could not find what I am looking for. Like a buddy who would be able to walk me through to help me locate what I am looking for.

• 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 check in the medical records. I would click view all 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 main home page and click on view all pharmacy.

• 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? Can I click on menu?

• That does not work, what would you expect to see there? I would think there would be a quick link to 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? View all appointments.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? I see bloodwork, health summary, latest blue button record. I could download the latest blue button report that is what I have done in the past.

• Could you tell me what you expect if you click there? Say I just got my pneumonia vaccine I would go in there and search through date range. There are a bunch of different things you can check in there from vaccines to doctor’s notes regarding health issues. I would think I would look under provider’s reports because they are the ones who give my vaccines.

• Have you download records in the past? Yes. When downloading on my phone it is hard to read, but if you print it off from desktop it could be pages and pages of paper. Sometimes I can send certain pages to the printer to only print what I want to be printed.

• 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 go to latest blue button report and then search the date of different lab results. Right here it says blood work and has a test date, and if that is what I was looking for I would click that and see a bunch of things I do not understand. If there was something that seem out of the norm, I would secure message to my provider to get more information.

• 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?

• 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? In this section I would go to, I don’t know. I think I would just back up because when I am looking at this it doesn’t show me where I would try to contact someone.

• 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?

• Let’s say you needed to get more of some prescriptions, how would you do that? I would click on refill all eligible medications, or I would click on track medications to see what I am missing. Otherwise, I would message my doctor and request them through them.

• How would you receive this Rx? (If by mail) What address would you expect it go to? Through the mail. To my home.

• How many medications can you refill right now, based on what you see here? I have one in transit, one in progress, I have two that I need to talk to my doctor about, one that just got delivered. I have 6 medications on here, but I can only refill 2-3 medications.

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? It depends. Some I need to renew. If a prescription has gone out of date or if you have used all your refills. When you are taking a medication if you have been taking it for a while, they want to see you to make sure you should still be taking that medication. You could just click on contact your doctor. A secure message should pop up or a phone number should come up. Either the doctor or the pharmacist should be calling. In progress means in the middle of filling the medication. They are either counting it out or waiting on the medication. In transit means it is in the mail.

• 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 secure message or calling them if it says it has been delivered but it is not in my hands.

• 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? You can add medications, add adverse reactions, it shows you how to use the pharmacy tool, and FAQ. Nothing is missing that I can think of.

• 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? I would go to the top and back to VA.gov home.

Appointments - 5-10 minutes

• What can you do on this page? I can pre check in, use the appointments tools, and FAQs. I can start scheduling; I can view what appointments that are coming up and view past appointments.

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

• What would you expect to see? What we are doing, my doctor, anything special, location, and kind of instructions. Either a link or a brief summary of what I should expect.

• How would you make an appointment with your doctor? I would hit start scheduling. I would get a list of my doctors and a calendar with their available appointments. A place to write why I am wanting to be seen.

• (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 go back to messaging because it would be on there.

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• Let's say you wanted to sort the appointments you see here, how would you do that? I like how it is set up. I like you have the jump link to the pending and past ones.

• What other things can you do on this page? What's missing from this page? Probably a search function.

• What kind of things would you search for? For instance, I do not have a current appointment for a certain department I want to be able to search for a previous appointment so I can have records of that. This way I can schedule appointment easier.

• What keywords would you search? New appointment or something like that.

• 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? I would go to compose message and send one to my provider.

• 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, if I had too many messages, I would do a search. I would click search messages and enter my question. If I could not remember the provider but I remember why I saw them, I would enter a keyword.

• You have a new message from your doctor about a recent test result, how would you look at it? It would be under most recent. It could be one of five depending on who I saw. I would scroll down since this shows me 33 messages.

• 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? I am assuming the show messages by would give me more options.

• What other ways would you expect to organize your messages? Give me an example.

• Do you ever organize your messages? That is a negative. I am used to having a date, and then I am looking for which provider I am talking with or the body part I am talking about.

• How would you send your provider a message? I would hit compose message, hit the dropdown menu to find provider, put the subject, and then write my message. Or I would call.

• Do you have a preference between secure messaging and calling? I would prefer secure message because they will call me when they are available to talk.

• If you had questions about your messages, how would you find answers? My first instance is to go to in this section and look at it. It has a FAQ page and look on there, if it is not there, I would look to how to use the message tool. FAQ I would see what others have had issues with before. With the how to use tool I would think I would find basic guidelines on how to use the message section.

• What other things can you do on this page? What's missing from this page? For this page, I don’t think there is anything missing.

• 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? I think that having a walk-through video with how to go through each section, for those who do not know how to do these things or have someone we can call and talk to help use navigate. We are teachable, but sometimes things are moving faster then we are used to.

• Any other things that would be good for us to know? I like this process of asking of what we need to know. I think it would be beneficially throughout the VA.

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!