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? Yes, I do. When I get off here, I have two appointments at the VA hospitals.

• When you set up those appointments how do you like to? They usually text me to verify my appointments.

• Ideally how would you like to interact with them? Text is fine. If I need an answer, I will call them on the phone.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? Yes. I received disability. It just goes in my bank.

• When you applied for it, or if you need to update something how would you? When I first applied, I was in the military and I was medically retired, so the VA just picked it up. I usually manage my benefits through VA.gov and make changes there.

• 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. I use it probably once or twice a year. Just to update information if anything changes. I access it through my computer. On the top of my head, I wouldn’t change anything.

• 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 go to Myhealthevet and go to the help and try searching there.

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 welcome to health vet the sign in screen. You can see it scrolling on my screen.

• Where do you think the information, you're seeing is coming from? An official of the United States Government. If it was live but this is just a mockup.

• What are you able to do from this page? Let me see if I can sign in. It says I am Jennifer. It looks like I can check on my prescriptions, appointments, messages, bloodwork, covid 19 test, pay your VA co pay, and get travel pay. You can update your health information. Disability. Okay. There is a lot of information.

• What is different about this page? Well now we are on the VA website before I was not, I was just in the Zoom meeting.

• 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? No that would be pretty good right there. This is good information. You have contact information. Nope that is pretty good.

• 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? Scroll back up because it was up there. It is slow. I can view and update my health care records, there is bloodwork, and there is view all medical records.

• Which would you click on to view your vaccine records? There is Covid vaccines. Right off the bat I don’t see. Maybe view all medical records. I can click on that.

• 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? On this main page I would just click on the hyperlink to take me to the 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? Messages are right here. Click on view all.

• 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? Click on view all appointments.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? Blue button report, blood work, health summary, and VA medical records.

• Your doctor has asked you to record how much you walk these days; how would you do that from here? I don’t see it on this section in here. I guess I would have to contact them.

• How would you like to contact them? I would click on the contact us, and I would expect a phone number or an email address.

• How would you check your most recent lab results? There is a hyperlink for the lab results.

• What would you click on to view your most recent results? See what is a blue button, I am not familiar with that term?

• Have you ever downloaded medical records from the VA? I sure I am.

• That is something you could do from that button. Do you see a way to view your labs and tests? There is a summary.

• If you clicked on that summary, what would you expect to see? I would think it would give me a brief, but I do not think it would give great detail.

• Would you want details? Yes, I would save it to my computer.

• 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? See your medical images and reports. I don’t think they would show the x-rays, but I would think they would give the results and when it occurred.

• 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? You can track your health information and electronic sharing options. They don’t share information with outside providers anymore. You get resources for Veterans. I don’t think anything is missing. I think it looks okay for me.

• Do you like to zoom in when viewing a website on your phone? No.

• 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? At the top it had my prescriptions. I would have to go back to the main screen.

• How would you go back to the previous page? I would hit the back arrow. My health, is that active? Oh, that is active, now I am on the main page.

Pharmacy - 5-10 minutes

• What can you do from here? I have two that are ready for refills. Do you want me to refill one of them?

• Let’s say you needed to get more of some prescriptions, how would you do that? I would pick one of them and hit refill. I would expect it to come up tell me it was ordered, the date of order, how many refills I have left, yup that is it.

• How would you receive this Rx? (If by mail) What address would you expect it go to? I get mine through the mail. I get it within two days.

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

• Why aren’t you able to refill some medications? What does Renew mean here? Because they are not due for refill yet. That means you are due in 30 days, but you can’t order until 2 weeks out.

• What would you expect to happen if you clicked that? You look on the bottle and there is a number to call, you put in your social security number, and you put in your prescription number in. It will then ask if you have anymore you want to add, then you hang up.

• You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that? I don’t know. I can call that number and either leave a message or talk to a live person.

• Can you check it on your phone on this site? I see one now that says in process.

• What does in process means to you? They have received my message and they are in the process of refilling my medication.

• 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? I can refill. Oh, there is one in transit. There is one on the way to me. You can contact your doctor to renew. It gives details on when and how often to take your medication. You can add medications and adverse/allergies to medications.

• What kind of medication do you think you can add? Whatever the doctor gives me.

• Anything else you would want to add to this page? I don’t think so. Maybe to be able to remove on, but I guess the doctor would do that. I think it is okay.

• 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? Go back to my health.

Appointments - 5-10 minutes

• What can you do on this page? You can see cancelled, details, let me see if I can see details.

• What would you expect to see on details? Location, room, office, and when.

• Would that information be helpful? Yes, because I go to a hospital, it is big.

• Any other information you would want to see? Now with covid it states do not come earlier then 15 minutes before and do not stay 15 minutes after your appointment, so that information would be on there.

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

• How would you make an appointment with your doctor? I would call the main number here, go to primary care, and when they answer I would tell them I want an appointment with my provider. I would give my information and they would make it.

• (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? Messages? Look through my messages. That is just messages that is not paperwork. I would think it would be in here.

• What would you be looking for? What is happening to me for whatever doctor appointment you are going for. They would be asking details about your visit.

• Have you ever had to fill out paperwork prior to your appointments? No.

• Let's say you wanted to sort the appointments you see here, how would you do that? I can click on pending. Well, they are in date order which is what I thought they would be.

• Would you ever want to change them? Yeah, that is possible. I thought about changing the order today. I would just call.

• You said that you may want to change the order, how would you go about doing that? I guess I would go to start scheduling.

• What would you expect to see when you did? I would think you would be able to change the order or your appointments.

• What order would you like them in? By date and time.

• How may you change those? Like I said I would think it would be under start scheduling.

• Do you ever want to see appointments that you already had? Yeah, under past.

• What would you expect to see there? My previous appointments for maybe a year at the most.

• What information would you want to see about those past appointments? Dates, who it was with, I am sure there wouldn’t be details, and times.

• What other things can you do on this page? What's missing from this page? No I can scheduling, I can see cancelled appointments. I think that is enough, I guess.

• 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 have to go back to my health.

Messages - 5-10 minutes

• What can you do on this page? You see them by most recent, your history, it tells you if you have read or now.

• How can you tell you have read your messages or not? It tells you.

• Any other way? No. It looks like they are not in bold if they have been read.

• 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 search by that doctor. I went up to messages and see search messages.

• What would you expect to see if you click on that? If I selected sent, I would think all the messages I had sent would pop up. I see search message, but it is not active so I do not know if I can search by doctor’s name.

• Would doctor’s name be what you want to search for? Yeah, that or date.

• Is there a certain date range you would want to search by? No, I would just select whatever range I think.

• You have a new message from your doctor about a recent test result, how would you look at it? It should pop up there with date, time, and subject. There are some here like these. Since these are darker, I am assuming these have not been read. At least three right here that have not been read.

• 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? Click on most recent and hopefully there would be a date range option, oldest, and newest.

• What other ways would you expect to organize your messages? By doctors probably. By date for sure.

• Do you organize your messages currently and how? Yes, a couple different ways. I leave by date, and I also create folders.

• Do you do that on VA or personal? Personal I don’t think you can do that on VA.

• If you had questions about your messages, how would you find answers? There is how to use the messages tool.

• What would you expect to see if you click on that? A bunch of hyperlinks that would help me with different questions I may have.

• How would you write a new message to your provider? I would hit compose and click on your provider’s name and then it would have a main box that I could type in my message.

• What other things can you do on this page? What's missing from this page? No that covers it.

• Is there anything you would want to see in the FAQs? No.

• 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? No. Made me think. Usually, I don’t use it so much. I do use it, but it is just to update the information. I just go to the hospital or call.

• 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!