**Conversation Guide – Participant #10**

03/16/2022 – 11AM ET

[Prototype Link](https://www.sketch.com/s/908b453b-ef8b-4193-b955-ea00f9fd14aa/a/jgzLvgz/play?hotspots=false)

**Moderator logistics**

*Use*[*#feedback-backchannel*](https://dsva.slack.com/messages/C40B45NJK/details/)*in Slack for real-time feedback from observers.*

*Mute your Slack notifications*

*Before the session, send out the*[*observer instructions*](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/platform/research/during-research/howto-observer-instructions.md)*to your observers (Slackbot will do this for you if you type "observer instructions" into*[*#feedback-backchannel*](https://dsva.slack.com/channels/feedback-backchannel)*).*

*In the Attendees section, make sure everyone except the participant is on mute.*

*In the Participant "more" menu, make sure "Play Join and Leave Sound" is unchecked*

*Check your [screensharing setup] and share permissions for participants.*

*When the participant is ready, begin the session with the following intro*

**Intro - 5 minutes**

Thanks for joining us today! My name is Lauryl and I also have some colleagues on the line observing and taking notes. Today we're going to show you some early ideas related to accessing and managing your VA healthcare online.

Before we start, a few things I want to mention:

* **This entire session should take about 1 hour.** I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
* **In this session, we want to hear your honest opinions.** We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
* **You'll be interacting with a Demo.** This is a demo and not a live website, parts may not function exactly the way you expect. Some areas of the prototype will be clickable, and some will not. Just let me know what you'd expect to happen in that case. Since it's a demo, none of your actions will affect your actual VA information or benefits.
* **If for any reason and at any time you want to stop the session, please let me know.**
* **Are you comfortable if I record my screen and audio as we talk today?** We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.
  + If yes: **Once I start recording, I am going to confirm that you are ok with me recording this session once more.**

*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?

**Warm-up Questions - 5-10 minutes**

* Do you have healthcare through the VA? How do you manage your healthcare benefits? How would you like to manage your benefits?

Yes. Secure messaging and through the phone

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

Travel pay should be easier.

* Have you used MyHealtheVet? If Yes, how often do you use it? What do you use it for? What would you change about MHV?

Uses blue button because they are impatient and want to see lab results.

See past appointments and see what mental health doctor puts in for notes.

Renew prescriptions online as well

Uses MHV 1-2 times a month.

Change:

Too many buttons to click to get to blue button. Crazy when it shows when you download the file.

Prescriptions is easy but shows only 10 at a time. Chooses to show all 25 so they can see everything at once. **If it only shows 10 and you select ‘refill prescriptions’ you don’t refill everything at once and have to go to the next page to refill the rest.**

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

At least once a month. Use it for contacting doctor about non-urgent symptoms. Mental health providers for resources and setting up appointments. Not urgent or don’t want to forget before the appointment, will ask.

Want to search by a certain doctor to send a message.

Getting into it is difficult. Logging in through va.gov and then going to secure messaging.

Sitting on the phone is hard and frustrating at the va.

* [have participant open up a browser] You got an email from the VA that there's a new way to look at all your healthcare 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?

Go to va.gov and search. Search my benefits, my healthevet

**Health Apartment homepage, unauth - 5 minutes**

* What are you seeing here?

Sees My healthevet. Everything I talk about doing is all on one page, everything that I do is right there. (appointments, messaging, pharmacy, records, sign in)

* (if they noticed MHV branding) What does that mean to you?

Xxxx

* What are you able to do on this page?

Xxxx

* Now that you've seen this page, where would you expect to find it on the VA.gov website?

Xxxx

* Talk to me about the links that you're seeing on this page (dig into side nav if they bring it up)

Xxxx

* How would you sign in?

Clicked on sign in first in the main page. Internet was slow so they went to the top sign in button second.

* What do you think you'd see if you were to sign in? (have participant click thru login to auth'ed version of the page)

Xxxx

**Things to watch for:**

* Do they notice this is MHV branded?
* Do they expect to see something different if signed in or not?
* How do they expect to get to this page? How does it relate to the bigger VA.gov site?

**Health Apartment homepage, auth - 5 minutes**

* What's different about this page? What website is this?

Showing my appointments, messages, prescriptions,

So much easier to see my messages right there than getting an email and having to click a bunch of buttons to get in and then see the message.

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

Xxxx

* What are you able to do from this page?

All the top things and then top tasks, health benefits, disability benefits. Can go to a provider outside the VA, which I go to.

Never seen anything that the VA is trying to maximize my benefits. Not sure what that means. **With my disability being 100% and total, assume I have all the benefits I can get.**

They are 1.5 hours from the closest VA facility so they use community care regularly. **Would be great to see community care appointments and everything in one place to book.** Very rarely see CC appointments, maybe one every 6 months. Already knows about CC so wouldn’t click on this button.

Sees travel pay. Their VA shut down doing travel pay and they have to do it now, so it’s a very good button there.

* What is missing from this page? 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?

Go to test results or medical records.

Seeing health summary, blue button, labs, tests, medical images, can add personal information, and electronic health care sharing options, I’ve never used that. **Assume to share health care when going to CC to share back and forth. Could I click on this to get my CC info in here? “manage your electronic record sharing options”**

CC gets a report from VA and then CC makes their own medical judgements and comes up with a plan for care

* 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?

Xxxx

* 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?

Xxxx

* 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?

Xxxx

**Things to watch for:**

* Do Veterans notice the info shown is now personalized?
* Are Veterans successfully able to complete the tasks?
* Does their understanding of what actions you can take on this page change once they see the logged in version?

**Medical Records - 5-10 minutes**

* What are you seeing here? What would you come here to do?

Xxxx

* Your doctor has asked you to record how much you walk these days, how would you do that from here?

Click on “start tracking” under Add and track your health information.

Joined the “move movement” and keeps track of what you do and eat and go over it when they do a meetup. Could easily put it in the site so they don’t forget before a meeting.

All medical providers should see the information once it’s in.

* How would you check your most recent lab results?

If bloodwork, would go to the top. If something else would go to the bottom.

* 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?

Xxxx

* 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

* What does Blue Button mean to you?

Takes up a lot of room. Medical records are difficult and monotamous to go through and there aren’t thought differences or bold marks to go from health records, to va notes, to lab and blood work. So if you are scrolling and trying to find something you can overlook it because there is no difference. Like the old bank printouts

Opens up easily when downloading in text or pdf

* 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?

Xxxx

* What is missing that you'd expect to see here?

Xxxx

* 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?

Go to pharmacy (in left nav).

**Things to watch for:**

* Does it make sense to have patient entered data on this page? Do Veterans find it useful?
* Do veterans understand the difference between Health Summary and Blue Button and why/when they would need them?
* Do they understand they are seeing recent stuff and not all, and how would they get to all?
* Are Veterans successfully able to complete the tasks?

**Pharmacy - 5-10 minutes**

* What can you do from here?

Look at all my other medications, supplements that I could add so my provider could see it also, see what I’m allergic to and what sort of reaction it gives me. Clicking the Allergies link would show all my allergies and I could print it so I could bring it to a doctor if I am out of town or going to CC.

* Let’s say you needed to refill some prescriptions, how would you do that?

Click on the refill buttons next to each prescription.

* How would you receive this Rx? (If by mail) What address would you expect it go to?

Mail to my home address

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

2

* Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that?

Not ready to be filled and some are in transit and some are out of date, they need to be renewed.

Renew means the patient has to be checked to see if the prescription is working or not, doctor will go through their notes to make sure there isn’t anything that shouldn’t let them refill.

Or it’s an antibiotic or something that doesn’t need to be refilled.

In transit means it’s headed to me, my house. Clicking the Track will tell me how much time it will take to get here.

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

Xxxx

* What other things can you do on this page? (If they notice Other Medication + Allergies/Reactions action links) 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?

Xxxx

* What's missing from this page?

Liking it for what I would use it for. Like the setup of it. Like private provider prescriptions so it’s not only showing my VA prescriptions.

Going to say that there aren’t dates that show when the prescription is expiring. **Says Soon but doesn’t say what is soon.**

Dates for private provider and when I put in my medication. Important for dates to be there because I have to have a schedule so if I look at something like this, I automatically go to my calendar. I go to my calendar and put in the date to know when I need to refill a prescription so there isn’t a lapse. **Dates are very very important**. I see “in progress” on numerous screens which leaves you hanging, is it 2 weeks or 2 months?

Drop down, like copay bills and travel pay. Easily accessible instead of going to all the pages on MHV.

* 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?

**Things to watch for:**

* What would Veterans want to be able to do on this page but can't?
* Do Veterans understand the different types of actions (refill, track, renew, and view all Rx) they can do here? Does it makes sense to them to have that on one page?
* Are Veterans successfully able to complete the tasks?
* If the info listed on this page useful for Veterans?

**Appointments - 5-10 minutes**

* What can you do on this page?

Clicked on left nav. Like that newest appts are first.

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

Click on details. Hope to see where it is at and the building, floor and doctor’s name

* How would you make an appointment with your doctor?

Click on start scheduling, search for the doctor, **see open times and dates to schedule.** Don’t have to get on the phone and wait and wait to schedule an appointment.

And can look at my calendar and compare to see when I am available for the appt.

* (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?

Click pre-check button over here. Things I have to do before I even get there. Something I would do before I got there, would I expect paperwork there, to me it would be more checkin. Maybe if there was a bullet there to show that there is something you have to do to checkin. **Or move it to the appointment, put a button on the appointment grey box that links to the paperwork I have to do before the appointment.**

* Let's say you wanted to sort the appointments you see here, how would you do that?

Go to the drop down bar that says “show by type”. Want to see by department, all my chiropractic appts and see the list of appts by date to know that the appointments are setup or that I need to call my doctor to make one. Basically if you have 1 appt left you need to call and make an appt or you will have a big gap.

For doctor, if I go away and need to see when I last saw my doctor I could see my past appointments.

* What's missing from this page?

Nothing. Like the layout of what I can see. Big blocks for people with vision problems. Each appt has the details button, don’t have to scroll. Like start scheduling button at the top.

* 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?

Click on my Health to get back. Clicked the top nav

I would stay on the MHV landing page to see appointments and wouldn’t go further but I would want to see on the main page any information or work I have to do for an upcoming appointment.

Like the “and 5 more messages and 2 more active prescriptions”. There’s nothing on appts that says there’s pre-checkin paperwork that needs to be done.

Clicking Home would take me to My VA to see my disability benefits and stuff.

**Things to watch for:**

* Do Veterans understand that the side navigation has additional tools related to Appointments?
* Are Veterans successfully able to complete the tasks?

**Messages - 5-10 minutes**

* What can you do on this page?

Clicked on Messages from side nav.

Sees compose at the top of the page,,mhv has it at the very bottom of the page now.

Search the messages is nice. Say I need to contact my doctor to see what date I sent a message to them. I could type in the doctor’s name and find the message I want.

* You remember that you had sent your doctor a message a few months ago with questions about covid testing. How would you find that message?

Xxxx

* You have a new message from your doctor about a recent test result, how would you look at it?

Click on the top message that says lab results. I would expect that single message would show up with the test results.

Like the bold and the dot for the new message, it’s eye catching and the read ones are not bold.

* You want to send your doctor a message about your upcoming appointment, how would you do that?

Xxxx

* Let's say you wanted to see messages just from the last 6 months, how would you do that?

Sort by drop down would be my go-to. Maybe search messages.

Expect to see show messages by last 3 months, 6 months, date, person. I would search messages by the person but sort could be by the department.

* What other ways would you expect to organize your messages?

I would like when I write my doctor, I don’t get a complete thread. IF it’s a conversation back and forth I have to scroll back and forth to find that one answer at the bottom. I would like to see the newest message on top.

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

FAQ:

* + How long should it take to get a reply?
  + How to find your health care provider when you start a new message. Currently it says “XXX company” and I don’t know if that’s my PCP or mental health.
    - Show information for whatever acronyms are used on the message page
* How would you get back to that first screen we saw?

Xxxx

**Things to watch for:**

* Do Veterans understand this is the same functionality as MHV secure messaging?
* Are Veterans successfully able to complete the tasks?

**Post-Task Interview - 2 minutes**

* What are your thoughts about what we looked at today?

Excited. Great improvement over what you have to jump to as of now. Before hav eto go to MHV or ebenefits but you have to click through so many buttons to get where you want to go. Don’t have to click 10 buttons to get to appts, it’s all right here for anything I want and would use MHV for. A one-stop-shop type deal.

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

Disability benefits you can click to that and it shows you your rating. Just noticed that. That adds to the greatness to all of this. Looks like it would be 1 click to get to where you want to go. If you want to go to Secure messaging in that same session, you can click right there.

Much better for an older crowd because they are not as computer literate, can see everything in these four boxes (big 4) to see everything and cuts down on the amount of clicking you have to do to get to where you want to be.

Only 2 pages, my va and my health. Makes it more self explanatory

**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!