**Conversation Guide – Participant #14**

03/17/2022 – 1PM 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. Very rarely interacts, only if they have to call. Otherwise uses the messaging service.

Partner is disabled vet and is their caregiver. Participant is disabled as well.

ID.Me and DS.login. ebenefits, mhv, va.gov. Use ebenefits because that’s what I’m accustomed to so I start there. Lots of issues with logging in and migration issues.

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

Xxxx

* 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 it a lot. Reads all the files, talk to a doctor then read their notes and realize that the notes do not convey what was discussed in the meeting. Can find information before the VA even gives to you.

Benefits claims show up in ebenefits months before va.gov doesn’t show the benefits.

Would update the design so it wouldn’t be 1985. Make it mac compatible. Don’t have linking to all the other systems, have it all in one place. Work out all the bugs. Use id.me because it’s universal

* Do you use secure messaging now? What for? How often? What would you change about it?
  + Messaging is very difficult but likes messages because there is a record of what is sent. There is no difference between what I say and what is sent to the doctor. Lots of times when you tell a person on the phone or zoom
  + 1-2x a week but messages doesn’t work.
  + The tool kicks back the messages, it doesn’t work very well. Have to copy/paste, logout, lots of error messages. Messages time out and isn’t in sent, it’s in draft. Have to keep saving work.
* [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 google “new va website for health” and it would take me there

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

* What are you seeing here?

Va.gov sends me when I want to see healthcare stuff. Login and can see Big 4, bunch of random stuff you can do below that. Doesn’t hurt the eyes, pretty standard. Color blind so can’t see what color it is, is it purple?

I’d have a problem logging in when I try.

* (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?

Go to healthcare on va.gov and have this page, lots of login issues if I tried.

* 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?

Click the login here. Main MHV

* 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)

This is cool, it actually pertains to me. Everything is populated on the spot.

**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?

Xxxx

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

Generated through my medical file. Putting everything that is pertinent. Some parameter for the last 2 weeks or 2 months.

* What are you able to do from this page?

Benefits ratings is good. It’s on ebenefits but it’s really weird. It’s the biggest thing people are asking you, your rating and percentage but there’s no document where that’s generated. Shows ebenefits screen to walk through the issue. Wants to generate a letter that can be saved as a pdf to send from the disability rating because has to take screen shots right now which isn’t very professional.

* 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?

Assume in medical records bc you have blood work which is important, covid results are important but that is outsourced to urgent care. That never gets sent to the va or updated in time. View all medical records to get vaccination

* 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?

Nobody asks for your vaccination record.

Images and reports, that’s great. Blue button is such a huge long list that most people don’t even know what they are or what to select.

If I clicked on get blue button it would be a file for everything.

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

Ask doctor to send a fitbit or something to track it, from the VA. Or want me to go cheap and input it somewhere on a webpage every day.

Add and track your health information, that’s the only logical place I could see.

I would love to do it but I don’t think the VA would actually look at it every day. It’s probably Whole Health’s job. If they want to be nice, they should send a fitbit to self report.

* How would you check your most recent lab results?
* How would you see all your labs and tests?

Click on va labs and tests and select the dates you want to see.

* You need to get a copy of all your VA medical records to take to a community care visit, how would you do that?

Haven’t had to download reports. Had the appt through TriCare bc VA was taking too long. Records were never sent to VA so the hospital had to send to the VA. CC doesn’t have access to filing share.

Through VA Records, go to blue button. Sees the download report, probably get a new report because the date says last 3 months. Email if possible or print. Only put in the pertinent information, not everything.

* You had an Xray a few months ago and you want to check it out again, how would you do it?

Can’t do it. Have to have a special program to be able to do that, VA will send you a disc.

Assume it’s medical images and reports. Doctors want a digital version that’s compatible with whatever program they are using.

* What does Blue Button mean to you?

To get into the caregiver program, have to look at all notes to make sure they say what was discussed in the appointment.

Click notes and change the dates then read through them. Doctors don’t know that veterans are able to go and check their work in their notes. This is a helpful tool to hold people to a higher standard when it comes to our care and advocate for ourselves.

* 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?

SSDI – Pull records for claims

File sharing is to send SSA to caregivers.

CC should already have access since VA referred them.

* 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?

Click Pharmacy (side 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?

I actually had to use this for a buddy a few weeks ago to track all medications.

Click Refill and it comes to your house.

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

Click the refill button (next to the rx).If I was out of refill, I would contact doctor, send a screenshot of the medication, send an attachment that says I have to contact “you” so the responsibility is on the doctor. Great if it was a prefabricated message to send to the doctor for a refill.

Doing an evaluation on me if the refill isn’t available. Once it runs out, it’s a trigger point to say whether or not the rx worked, if no then you start a new regime after going to see the doctor.

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

mail

* 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?

Program in the first two to see if they work.

Highly controlled substance to make sure that there isn’t addiction.

One is being mailed and hopefully there’s tracking information. You can’t miss your dose so that’s important.

Need to have alerts at least 2 weeks advance for refills, tracking, almost to an annoying level bc if you wait, it’s not good. There are psychotic breaks.

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

Click track prescription

* 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?

Add a medication: tri care. Doctor gives a medicine and doctor can look through to make sure there isn’t any negative interactions.

Just the VA would be able to see this, no other medical agencies.

* What's missing from this page?

Xxxx

* 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?

Xxxx

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

Xxxx

* How would you make an appointment with your doctor?

Xxxx

* (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?

Xxxx

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

Xxxx

* What's missing from this page?

Xxxx

* 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?

Xxxx

**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?

Click send a message and there would be a dropdown of who I can send a message to. I’ll have a huge dropdown because of all the people I can message because I’ve moved.

* 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?

Hope to get an email in my regular email box that would send me to this website that I could login and read it. Show messages by and choose the date. A keyword search would be nice.

Sees “search messages” in the side nav

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

Click the hyperlink and the whole message would come up. Not sure how the one with 13 will look.

* 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?

Hit Most Recent dropdown and choose a parameter.

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

Priority of message, doctors have 48 hours to respond. See a read receipt from the doctor to at least know something is wrong. Send a priority for messages to get it in front of the doctor.

Don’t use folders, keyword search.

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

Go to FAQs. Don’t know what would be there. It’s messaging, don’t know what I would ask. If I had technical difficulty I would call the VA IT department at a hospital and those people are never available so you forget about it.

* How would you get back to that first screen we saw?

I would hit back in the perfect world but bc it’s a secure site I will have to login again. My Health in the breadcrumbs is so small, people aren’t going to be able to see that.

Home: Takes to everything, va home loans, programs, letters, pretty much the homescreen of everything I want to do. Like ebenefits, show up everything but better organized.

**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?

Looks good, more organized, on the right track. My peers do not use this online stuff. Taking feedback from others.

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

Xxxx

**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!