**Conversation Guide – Participant 2**

**3/9/2022 – 12:15pm 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, I have health care thru VA.

I log in to eBenefits to see if there are updates. Also can go to PC DMVA (VA facility? [not sure captured these letters correctly]) website to see updates.

**What do you want to do online?**

* + Would like to set and confirm appts, message docs, PCMs (primary care).
  + “Basically a 1-stop shop.” “Would be convenient for other Veterans.”
* Do you have other benefits through the VA? How do you manage your healthcare benefits? How would you like to manage your benefits?

No.

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

Use MHV 2-3 times/month at most. If something new going on, I check it more often.

I check on my info on MHV b/c sometimes the info moves. It might be under a certain tab today but moved to another place in 2-3 weeks. Then I have to look for it.

I would not change much about MHV.

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

“I have never used secure messaging.”

* [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?

**How would you find it?**

I would refer back to the email (from VA) or try Googling it. Would look for location in email: “VA something or whatever info I grab from the email, I would just put that into Google search.”

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

* What are you seeing here?

I see the homepage, “Healthy Vet with the eagle.” Sign in at top right is big. See Pharmacy, Appts, my medical records, and secure messaging. Contact us, Search, different options.

This is going to be the updated VA website, maybe.

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

See “Healthy Vet with the eagle” comment in previous question.

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

[Hesitated] “On the main page’s dashboard.”

[Went to a search engine (not Google), then to VA.gov home.]

I expect to see it on homepage, under “Health Care.”

P1 asked: This page is only medical, right?   
I can set up appts, prescriptions, check with doctors.   
“That would be the 1-stop shop. Everything centralized.”

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

I would click the sign-in button.

P1 asked: What if I go to a different site? If I log in to another VA website, I should be logged into VA.gov.

P1 asked for clarification: “What would I expect to see on VA.gov, or here?”

It looks fine. You have appts, pharmacy, medical records – this works, it’s big, “don’t have to strain your eyesight to see it.”

**How would you sign in**? (From unauth MHV landing page)

I would click big sign-in button or the button up top (in masthead).

[P1 clicked big button in the MHV unauth main landing page body and went to the signed-in version of the page.]

* 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)

See above.

**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 do you see here?**

Appts, Pharmacy, messages from provider, my most recent lab results that affect my medical records.

Expect to:

* + Be able to communicate w/my doctors
  + Refill prescriptions
  + Confirm, cancel appts – should be able to do this once I click on appts

P1 did not scroll.

Medical records – I can see results of COVID test. Would go to dashboard, click to see COVID test results.

* What's different about this page? What website is this?
* Where do you think the information you're seeing is coming from?
* What are you able to do from this page?
* 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?
* 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?

Should be able to click on messages, and my docs should be in there somewhere. I should be able to see them.

I was trying to scroll down, but the screen is not moving.   
[Using the down arrow worked.]

**How send message?**   
Should be able to click in Messages. Would click view all link and I should be able to see message or reply.

* 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?

**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?

Seeing my most recent lab tests, X-rays, images.

Not sure what Blue Button is.

I can add information here.

Have option to share electronic record.

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

For add and track, once I click on it, I should be able to add a description of what’s been uploaded. Not sure what would be there… There should be a descriptive box.

[Page is visible down thru labs and tests content subhead.]

* How would you check your most recent lab results?

“That would be under labs.”

Guess this (Blue Button) would be everything. If I want to see just labs, would click on labs and tests.

P1 is not scrolling.

* 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?

**How would you do that here (download record)?**

On left nav, P1 1st moused over manage record sharing link, then went to download Blue Button report on right in body of page.

I think on the health website, I could download my whole file. It was when I was transitioning from the military.

P1 mentioned “blue report.”

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

It would be under images and reports. Would see date.

P1 is not scrolling.

* What does Blue Button mean to you?

**What does the “blue report” mean to you?**

“I’m not sure.”

Not sure if there is a correlation b/t the blue download button and the report.

**How would you get answers?**

I see at the bottom now, I guess I can download my VA medical records. P1 moused over Blue Button content area, seemed to be reading it.

I would Google name of report.

* 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?

In some cases that’s needed. Or you can just come in here and do it yourself.

I have not had to do that for VA.

I have done it for other doctors; it’s not too much of a pain. It was just my username and password, I would just click on record and download it.

* 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 from here? (before clicking) What would you expect to see here?

Clicked on Pharmacy on the left nav. Hesitated before doing so.

**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 see 2 prescriptions for refill.

I can add a medication.

**Why would you add a medication?**   
 I guess if you want to add non-VA and personal medications.

**Where you expect that info to go?**   
 Not sure. Hesitated.   
 Mentioned his PCM, which is a clinic in his city.

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

**How expect to refill a prescription?**

You can get it via postal, or you can go to the military pharmacy. Guess it depends on what works best for you. Also depends on what you tell the provider, if you want to pick it up. Depends on the individual.

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

If I have a refill, I’m going to get it from the previous location. If a new prescription, would tell provider whether I’ll pick it up from local facility pharmacy or by mail.

**Address you expect it to go to if by mail?**

The individual’s home address, depends on how they have the mail set up. Most likely home.

* How many medications can you refill right now, based on what you see here?
* Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that?

I might have a 30-day supply, and I’m not in that window to refill meds. “It’s about windows, as far as I know.” “It’s kind of like a checks and balances thing with the VA.”

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

The refill? From here…

* + Scrolled and saw most of the page, then scrolled up and down again. Said I can’t see this small.
  + Then pointed to track prescription link. It might tell me I have 10 days to refill.
  + Mentioned contact doctor to renew.
  + Would probably click on track prescription or contact provider to renew the medication.

Most times when you refill it, it’s within hours in the system, so you can pick it up.

* 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?
* What's missing from this page?

Scrolled up and down… Said to self: “deliver,” “in transit.”

The only thing I would say is missing is the (mousing over instructions in table), is the amount of time remaining. You can get 30-day supply or 90-day supply. How many days are left?

**What does “in progress” mean to you?**

Not sure if it’s being worked by doctor or pharmacy – that could be anything. Does that mean I am currently taking the medication, or is it in progress to be prescribed?

P1: What is “soon” in expiring soon?

Renew “soon” should have renew date next to it.

**How go back to 1st page we looked it?**

Would click “My Health” (in breadcrumb).

Not sure how far “Home” wd take me. If this is the MHV page, it should take me to their homepage. Or maybe take me to the sign-in page.

1st page where I clicked sign-in. It should take me there, minus the sign-in option.

* 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?

**What you see here?**

Show by appt type, upcoming. Pretty sure there are canceled. I would leave it (the dropdown selection) on upcoming. Should show upcoming, previous, cancelled. Should be in there (pointing to dropdown). There’s different options.

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

I’d click on details.

Expects to see:

* + Provider/doc I am going to be seen by
  + Address
  + Time
  + Sometimes when you go to different facilities, the prerequisites – want to make sure the info is there.

**How would you do prerequisites from here?**   
My next option: Pre-check-in

Expects pre-check-in to tell me what I need to do prior: list of things. Maybe ask me if I am still coming to this appt. Hospital or clinic can have issues if they get no-shows.

Pre-check-in would be prerequisite for me b/c I’m pretty sure they want to see me physically.

* How would you make an appointment with your doctor?

Green arrow, start scheduling. Then I would see various openings where I can see dates and times. Not sure how detailed that would be.

I have not made appts online with VA before. I had to submit paperwork, then it was a phone call. It was via phone.

**How look at recent lab results from here?**

Number of ways. I would probably look at previous appointments or to make it easier, I would just go to medical records, and it should be there.

P1 clicked on left nav, Medical records.

* (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?

See above.

* Let's say you wanted to sort the appointments you see here, how would you do that?
* What's missing from this page?
* 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?

**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?

Compose, reply.

* 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?

Would scroll thru messages (scrolled down). If not many messages, would click 1st page, 2nd page, etc. Or search.

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

Should be able to filter from start date to finish date, that range you are looking for.

Not sure how to do that from here. If I were designing it, I would have it under the search messages option. Should have option to filter by date range: January to June, January to March, whatever you were looking for.

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

Organize by sender, to or from. Should be able to click on arrange by subject, to or from, just like a regular email box.

To search, would use a keyword. Would go to search message, just type COVID.

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

I would mess around with the site to see if I could figure it out. If not, there are Message FAQs, frequently asked ?s. “I don’t see any contact.” I would use frequently asked ?s.

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

Back button or home, depending on how far back I want to go.

Clicked My Health in breadcrumb.

Scrolled to bottom of MHV landing page.

“It gives you your disability benefits info. You can find out about VA health care benefits, and then the contact us.”

“You can pay your bills, your copay.”

**What would you be paying if paying your bills?**

“Pay your VA copay” – I would want to know due date, exact amount. Wd also want to know the total amount of whatever % is covered by VA + what’s out of pocket. A breakdown of the payment.

Would just expect medical bills.

**How check upcoming appts from here?**

Click view all appts.

**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?

Seems easy to maneuver. Click home if lost.

Only thing not clear was “in progress” dates and “expiring soon.” Should give me a date. Depends how much detail they put into it. “Soon” is a week or 2 weeks.

Other than that, it looks good. Everything’s a 1-stop shop. You can do appts, lab work. We were at medical records – you click on labs, will only show you labs. If you click on images, it’ll only show you images and X-rays.

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

Any other thoughts?

No. “Looks good.”

I do have 1 question: You asked me about the login info. Not sure if that will be 1 username and password or multiple. If it’s going to be on the VA website, it should be the VA username and password.

Now I log into VA website… [What he said then was not clear.] Earlier he said he went to eBenefits to sign in.

**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!