**Conversation Guide – Participant 6**

3/10/2022 – 4pm 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.

**How do you interact with health care?**P6: My wife usually sets everything up:

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

P6: Not sure.

**How would you like to manage your health care?**

P6: I don’t understand.

**What ways for how she sets things up would be better for you?**

P6: More access to customer service.

[P6’s wife, “T,” is on the call today. She put “My Healthy Vet” in the chat for a way to manage health care.]

T: I’m on MHV maybe 3-4 times a week. Interacting with docs, making sure I’m up on the medications, reviewing notes. Working with caregiver coordinator.

We are also on My Whole Health. For Whole Health, just finished “VA Calm,” meditation, something like that. (Later she said P6 does videos for Whole Health.)

T: I have used secure messaging to make sure primary care puts more refills in. I reach out when it gets down to 1 or 2. I reach out if he is in more pain. I know the VA is busy, but…

T: We have a few outside providers. I have to contact them and wait and wait sometimes, coordinate with his outside providers.

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

Yes.

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

T: I don’t think I would change too much. When I call in, I’d love to have a paper trail. With MHV, it’s easier, I know they have seen it. If it’s something I don’t understand or want them to elaborate on, I ask them to please call me.

T: Lately I am using secure messaging 2 times a week.

* [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?

T: 1st I would search my email. Maybe put in Department of Veterans Affairs; that’s how I find a lot of things.

Then I would go to MHV to see if there is a secure message for me, if I can access it there.

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

T helped P6 share screen.

* What are you seeing here?

P6: I see Sign in, Create acct, Pharmacy, Appointments, Messages, Medical Records.

T: It looks different from how I see it on MHV. I like the screen because there is less confusion on there, to me. I see Pharmacy, Appointments, Medical Records, Messages.  
  
**What looks different?**  
T: “It just looks more condensed. Instead of having a whole lot on the screen, I see it boldly. I see Pharmacy, Boom. I see Appts, Boom. I see secure messaging.”

“Boom, it’s right there. I like it.”

T mentioned having trouble finding secure messaging on MHV; she had to call.

**How would you expect to get there?**  
T: On my computer, as soon as I put “My,” then MHV comes up.

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

**To P6: How would you log in?**P6: Click sign in, then get the info from my wife to sign in.  
[He clicked the sign in in the top nav, not the sign in in the body of 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)

**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?

**How is the page different?**T: “I see it. I don’t have to go into the blue buttons and click it.” (RE: “blue buttons,” she seems to be referring to the dark blue headers for Pharmacy, Messages, Appointments, and Health Records on existing MHV.)

T: “Already I’m dealing with a whole bunch, and anything that could make my life a lot easier, to get in there and just see it, with the visuals, right there. I think it’s great.”

T: I could order his medications, I see when it expires. That’s great.   
I see appointments, blood work, COVID test results, messages, who they are from.

* 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?

**What’s missing?**   
T: When I go into MHV, there is a whole bunch of stuff. Blue button is not there (on this design).

**What is Blue Button?**You go into MHV and see appointments, prescriptions.

T: I don’t see notes on this page. “I would like to see a tab for notes, like how I see messages.”

“It would be great to see a tab for notes.”  
  
**What do you see in notes?**  
My husband’s progress. I always interact with the doctors. “It shows me that they are listening, and they are documenting things… There is no discrepancy, and I don’t have to explain things all over again.”

* 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?

T: Click COVID test results. Expects to see whether test was positive or negative.

I don’t see a tab that says they have the vaccine.

**How would you see medical records?**

T: View all medical 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?

**How check on prescription from here?**T: Maybe view all in Pharmacy.

**What do you expect in Pharmacy?**  
T: Expect to see all medications, whether active or expired, and if 1 or 2 is left, so I can call. Then I can just hit the button and order them.

P6: Expect to see more info on the medication.

* 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?
* 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**

Right after getting to this page, T read each content subhead on the page out loud and scrolled to the bottom.

**When would you manage your electronic record sharing options? Why would you want to do that? And how?**

T: Go to manage your electronic record sharing options.

**What would you expect?**

T: to manage what I could send, what I could share and — to who.   
If it’s an outside doctor…

We had to get some records for GI.

I would like to see list of outside providers so I could click and send to their office because it’s not so cumbersome.

**Is Blue Button same as that? You mentioned it earlier.**

T: Yes.

**When would you click that?**

T: If I wanted to download a report, get a PDF.

**What’s in that report?**

My husband’s medical records. You can choose what to put in the report. Could be doctor notes, upcoming or past appointments.

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

T: Add and track. (Mouse is over the content block, and she mentioned you can click to see what kind of info you can track.)

**What do you think you can track?**

Exercise, diet, blood pressure.

**How does Whole Health compare?** (Earlier in the session, T said her husband is in VA’s Whole Health program.)

T: Whole Health is just taking the online classes. Only way I know my husband’s progress is I have to go to Blue Button and look at the notes.

* How would you check your most recent lab results?

T: View test details on the right or on the left (navigation) “labs and tests.”

One just says blood work; one says labs and tests. Could be one and the same.

T: I would think that view test details would be a more in-depth look into what they found or didn’t find and how to contact VA.

Labs and tests would say when he took them but not all the nuances of the tests.

* How would you see all your labs and tests?  
    
  See above.
* You need to get a copy of all your VA medical records to take to a community care visit, how would you do that?

See below.

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

**How would you look at Xray results?**

T: Images. Medical images and reports.

She scrolled down, said you can view it down there as well (in the content block about medical images and reports, down the page).

I’d expect to see images, what they saw, what they found.

My husband has bad knees – wd probably see image of knees.

* What does Blue Button mean to you?

See above.

* 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?

**How was the experience of downloading info from VA before?**   
T: It was good. I downloaded into PDF and saved. OR I downloaded into PDF and had it sent to the provider.

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

T: Maybe the name, the last name, of the Veteran.

Nice to confirm I am looking at my husband’s medical records.

**What else can you do here?**

T: FAQs.

Then she read through rest of left navigation, ending in Resources.

**RE: Resources, she expects:**

Resources about PTSD, how to navigate going to an appointment, what to expect when going to an appointment with COVID, protocol and procedures, things like that.

**What do you expect to see in copay bills?**  
T: I don’t know if this will be individualized or general. If individual, I could see if I had a copay for this.

**With regard to travel pay:**

“It would be a game changer if… we could just click the button with the travel pay, and it’s already in there, instead of having to fill out the paperwork and wait and prove that you were in the appointment.” In here there is proof that he went to the appointment.

We go to the appointment, then you have to fill out a lot of information: hospital address, your address, doctor name – fill out the form and send it. “It would be great if It was point and click – you could just do that thing.”

T confirmed that she would like it to autofill, just click to send the travel pay request.

* 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?

**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**

T: I see expiring soon, milligrams, refill button, you can track prescription, explanation of how to use Pharmacy tool, allergies and adverse reactions. I have never seen that one before.

T: It’s a lot of info, my husband is on a lot of different pills, but they don’t allow you to audio tape anything. Have a friend who’s a nurse; she helps me. Glossary is great. It helps me. One time my husband was on a medication and he could not have grapefruit.

I do my due diligence; I look everything up. I observe my husband to make sure medications are OK. I can put the info in there.

T: If I put in allergy / adverse reaction, will it contact his primary care? I expect it would.

**How would you add that reaction if you needed to put it there?**Add allergies and adverse reactions (pointing to left nav) + I’d do secure messaging and call 911.

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

T: Would click refill to refill.

T: Expect to see medication is being refilled, get a message that it is being refilled. And the button wd be grayed out on this page, And this page would have date medication was refilled.

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

P6: In the mail or UPS.   
T: Expect it to go to the address you provided. Not expect to provide that here b/c the pharmacy already has that.

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

**How many prescriptions are ready to refill?**Both P6 and T: 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?

T: Because the medications are not ready to be refilled. OR… They have no more refills.

T: I see “in progress,” private provider prescription. Some of my husband’s come from outside providers.

“In progress” means they are in the process of refilling it.

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

T: Probably just click track this prescription link.

Expect to see if it’s in progress or what’s going on with it.

**“Renew soon”: What does that mean?**

T: Probably renew within a couple days or a week. It’s a reminder to you.

I would like to see how this integrates with… When I get (secure) messages from MHV, I always get an email. I am wondering if this would be hooked up, telling me I have prescriptions to refill, then I click the email and it would take me to MHV.

T: Good to have it prompt me or remind me. Or maybe I could set a reminder.

* 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?

See above for adding allergies and adverse reactions.

* What's missing from this page?

T: I don’t know. [Scrolling.] “It’s kind of self-explanatory, with a lot of info that’s right there.” Normally I have to click around to find the info. Great to see that you take 1 tablet for migraines, to see what it’s for.

**How would you check on appointments?**

T clicked on Appointments on the left navigation.

* 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?

T said she saw:

List of appointments with times, links to details.

T: I want to see what type of appointment so I can prep for that.

**What else do you expect to see?**

T: who the doctor is.

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

**How would you see info on an appointment in December?**

T: Click on details.

[Then she clicked Messages on left nav. Facilitator directed her back to Appointments.]

* How would you make an appointment with your doctor?

T: Click start scheduling link (within page). Expects to see list of doctors, with schedule where you can pick a time.)

* (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?

T: Pre-check-in. Expect maybe to look over paperwork, see what we need to do. When we get there, VA is always busy, and it’s COVID. Just want to get in and get out.

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

T: Show by type.

Options T expects:   
- Past appointments, perhaps

- Upcoming appointments  
- Maybe schedule an appointment

**How would you send doctor email from here?**T: Messages on left navigation.

* 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?  
  T: Compose, look at messages. (Think she said search.)  
  Dropdown could be past messages, maybe past 6 months or 12 months.
* 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?

T: To look for a past message, would use search message. Would use keywords. Perhaps “COVID.”

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

T: To see a message about test results, you would just click in there (pointing to subject line of a message within the page).

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

T: Use compose (pointing to compose in body of page) or on the left (in left navigation). Would expect to see a blank message, and who I am composing the message to.

* Let's say you wanted to see messages just from the last 6 months, how would you do that?
* What other ways would you expect to organize your messages?

T: There are folders, but you have to remember how you organized them.

If I have to go back to something, I will type in a keyword.

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

**What if you had questions about messages?**  
Message FAQs (in left nav). There I would expect to maybe put in keywords for certain things.

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

T: maybe go back to top and hit “My HealtheVet.” [She said “My HealtheVet” as she clicked the “My Health” breadcrumb.]

**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?

T: “I’m hoping that this whole system that you have here comes into fruition, and that, from this call, some or the suggestions or all of them might be added.”

Likes design, says it’s clear. Does not inundate you visually.

I would like to see, where it says expired, a visual way to pop it out, draw my eye.

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

T mentioned welcome to MHV Hector. Their full name.

T mentioned chat with us, get help, the phone numbers.

“Once I get off this call, I’m going to go over to the regular My HealtheVet.”

P6 did not have additional thoughts.

**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!