**Conversation Guide – Participant # 7**

03/15/2022 – 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?
  + Lives an hour south by flight from the closest VA hospital
  + Goes to outpatient clinic (va) twice a year
* Do you have other benefits through the VA? How do you manage your healthcare benefits? How would you like to manage your benefits?
  + Uses tri-care
  + Goes to the website and reads what he needs to know
  + Ebenefits or MHV – goes to either one, whichever he needs for a certain need

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?
  + Much better than before there were websites available to you
  + Would like to get more information on making claims and putting in for a benefit. Are they writing a semi-strong letter or a piece of trash
  + 90% disabled and hearing aid
  + Goes to the local clinic every 6 months for new hearing aid batteries
  + MHV
    - Does
      * Reorders prescriptions
      * Managing appointment
      * Looks up information
      * Secure messaging to talk to medical team
    - Like / Dislike
      * All in all, pretty satisfied with MHV
* Do you use secure messaging now? What for? How often? What would you change about it?
  + Coordinating appointments
  + Questions if they are going to continue providing refills for prescriptions
  + Uses SM 3-4 times a year
  + Easy to use as it is right now, can’t think of anything he would change to it
* [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 MHV website and see if there is anything posted for new-this or new-that.
  + Duck duck go or google it
    - If they recall anything from the email, they would use that in the search

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

* What are you seeing here?
  + Prototype is loading
  + Ready for someone to login with the main things he uses (Big 4)
  + Blue dot report works reasonably well (part of medical records)
    - Was doing some research on blue dot back in 2011 and the report wouldn’t go back that far.
    - Expected VA to put all records together, and needed it for a benefits claim
    - Under medical records, if you want to search your medical records there are a couple options and one of them is Blue dot
* (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?
  + Put it in the messaging inbox for them.
  + Otherwise, go to search at the top and search for New or something
  + **This is the regular login page for MHV**
  + Click on login and login

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?

Xxxx

* 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?

Sees options under the big 4.

Pharmacy is listing someone’s medications they can order as it expires

View appointments, sees appt that are currently scheduled

Messages has a couple messages

Records has a couple options

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

Coming from outpatient clinic they go to, at their level of operation

* What are you able to do from this page?

Xxxx

* What is missing from this page? What information would be useful for you to see here?
  + Nothing that jumps out at me
* 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?
  + Usually 4 different options under medical reports but uses blue dot
  + Would click on medical records but it isn’t working
  + Go to drop down on va benefits and health care and look there
  + Finds that the page can scroll, starts looking at the rest of the page
  + Sees disability benefits on the page and would expect for it to be on ebenefits. They are use to going to ebenefits so it would be another thing they have to learn. Someone new coming in would have everything in one place, which isn’t a bad thing
  + Doesn’t bother them to see the benefits info there, would want to click deeper to see if this would cover everthign they need from the ebenefits page
    - Under ebenefits wants:
      * Claim status, rejected or not
      * Appeal
      * Doesn’t show the listing of disabilities, that ebenefits has
    - If planning to combine the two, need to have the functionality of both in the site you’re combining it to. You still have work to do if this is an example of what you’re currently thinking
* 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?

Across MHV website, the top navigation has options of what you can go to to search for medical records.

Start with My Health and see if medical reacords are hidden under there. Have to experiment and figure out what you need.

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

Xxxx

* How would you check your most recent lab results?

In blue dot report, selects the dates, then select the type of report you want to see.

* How would you see all your labs and tests?
  + VA labs and tests – go there
* Medical images and reports – If have pain and need to see a doctor, take the imagery that is in there so you can discuss with your doctor
* When would you take medical records to your doctor
  + Take xrays and print them out
* Report how often you walk
  + Could be add/track health information
    - Neither button are active and has no idea what would be under it
  + They would use a watch that counts steps, make a spreadsheet and keep track of the steps they take each day
* 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?

Same thing through blue dot, select the option for Xrays and fill out parameters for your search

* What does Blue Button mean to you?

Select Download report and be able to select a timeframe and options for what you want to collect or ignore before downloading

* 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?

Good but disappointed that couldn’t search back to 2011. About searching and options, very satisfied

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

Has everything they’d expect to see on this type of page

* 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?

Doesn’t use electronic record sharing, doesn’t know that they would want to use it.   
Doesn’t know limitations for the types of Questions here

Something to do with medical records, would be nice to search all records at once for a certain search term and have reports popup that have that particular term.

**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?

Xxxx

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

Select pharmacy to see what options are under it.

Go to refills and track and order what refill is needed.

Click the Refill button

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

The request for refill will go to the outpatient clinic, they would send it through fedex and send it to their house by mail. Takes about 2 weeks

Come to their home address

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

2 medications

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

One is in transit, one is in progress of being refilled and the other one isn’t due for refillable, it’s renew soon.

Renew soon means it hasn’t been long enough since you ordered.

In transit: Already ordered and it’s somewhere between the pharmacy and you

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

Listing of it in transit. Could be in progress or in transit. There’s no estimated arrival date, maybe “track this prescription” would give you more information.

Should tell you when it’s shipped from outpatient clinic with an estimated arrival. Similar to what you get when you make an order on amazon

* 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 medications to the list but that would be difficult to do, probably. The only people prescribing medications that VA would approve and there aren’t a lot available where they live. Doubtful that VA would pay and accept a prescription from a local doctor, outside of VA

Local doctor would not know what VA approved medications are available to write a prescription against.

If adding an adverse reaction they could get information there instead of having to search the web for it

Not sure what Pharmacy tool is. To get answers, they would click and see what would pop up. **Pharmacy tool is not that descriptive**

* What's missing from this page?
* 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?
  + Clicked in side nav

**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?

Click on Details to get more information. Expect to see the sort of tests they are taking for the given provider. Show scan if it’s coming from their regular doctor. Whatever is available that they decide to put there

* How would you make an appointment with your doctor?

Normally make the appt when they are there in the health clinic. Gets an appt every 6 months, wouldn’t do it from appt page, go to secure messaging and ask for the appt.

Sees “start scheduling” and assumes that would give an option to make an appointment.

Click there and select the medical team you want to work with and send the message to the right people. Drop down to select what you’re messaging about and what you expect.

* (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?

Doesn’t see an option on the page, go to messages and see if there is a blank form as an attachment to fill out.

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

Already sorted by month and that’s acceptable.

Prompted to see past appts: Sees “by type” and would assume there’s an option there for previous appointments or cancelled

* What's missing from this page?

Having more details on the appointment instead of clicking on Details. Nothing earth shattering that they would expect to see that they don’t

* 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 messages, and options under messages to send it to who they want to send it to

**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?

Shows most recent messages.

Shows where you would send a new message.

That’s basically it

Various options on left nav – wouldn’t expect to use copay bills bc they don’t use it for where they live

Resources:

Information on procedures, getting batteries for hearing aids, new or repair for c-pap machine, upcoming changes to va regulations that might change things for people where they live, infinite amount of things that can be put there.

Redundant of information that can be found other places. Won’t hurt to put there

Finds information on ebenefits, youtube videos, googling / different search engines

* 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?

Don’t know what the show messages by is, but there should be a way to search for messages from team. Have multiple teams (by color), should have a folder to group and search by that team/doctor.

IF it were a recent message, would scan to see most recent messages, otherwise would need a search messages for the doctor or team

Search messages would give you something along those lines

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

Open up my secure messaging and look in their inbox.

Currently looking at messages with three not being opened

Would open it by clicking

Page is different than Secure Messages? Not that different, they serve the same function

* 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?

Have the option for Most Recent, could be an option under that block also. Drop down menu with a to/from date calendar to specify dates.

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

Have them in chronological with most recent on top.

Looking at side nav:

* + Another ambiguous title of how to use the messages tool, don’t know what messages tool is.
  + Not complex enough to need a messages FAQ
    - Appears straightforward, can’t feature what someone would expect to find there
* If you had questions about your messages, how would you find answers?

Xxxx

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

Top of the white portion, go to Home and then navigate. Home is not functional.

Expect to go Home, that would be the upper level

Could go to My Health but doesn’t know what is at that level.

Gives you some options on this page, and what you would expect at Home level and where you should start at. If My Health gives you all the options, why would this page give you what Home should give you? Has no idea what Home would be.

**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?

If you plan on doing away with MHV and Ebenefits sites, you have to add more things to the one site you end up with.

Satisfied with having MHV and ebenefits separate and can use both sites to accomplish what they want to accomplish

If it ain’t broke, don’t fix it.

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

Satisfied and comfortable with the two sites. IF someone has a super strong urge to fix or change it, hopefully they won’t make it less capable.

Communications: Message in advance warning that something is changing with what and why it’s changing and the new procedure of what is already being accomplished

**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!