**Conversation Guide – Participant 7**

3/15/2022 – 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?

Yes, I go to VA outpatient clinic 1-2 times a year. Lives in [country abroad]. Gets health care in [city there].

90% disabled. Hearing aid. Gets new batteries every 6 months.

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

Retired. Uses TriCare.

Goes to eBenefits or My HealtheVet, depending what he’s looking for.

Mentioned how to get BBQs.

Better than years ago when they (VA) did not have all the websites.

* 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.

Would like help on how to interact with benefits.

Uses My HealtheVet for prescriptions, appointments.

Uses secure messaging.

About My HealtheVet: “All in all, I’m pretty satisfied with it.”

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

Mainly use for coordinating appts or if I have a question about continuing refills.

Use messaging 3-4 times a year. Pretty easy to use now. Can’t think of anything I’d change about 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?

Would probably go to MHV website to see if there is news on it. Otherwise would Google it, using any keywords from email: “new VA secure messaging.”

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

* What are you seeing here?

Pharmacy, Appointments, Messages.

Has used Medical Records.

“Blue dot” report. Was researching back to 2011 when he had a CPAP machine. Was about to use it for a claim. This report is an option under Medical Records.

“This is the regular login page for My HealtheVet.”

* (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?

Clicked on sign-in button in top navigation (not the one within 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)

**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**

Mentioned he sees personal information under each of the big 4 (Pharmacy, Appointments, Messages, and Medical Records). He each section aloud.

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

This type of info would come from the outpatient clinic in [name of city where he goes to a VA clinic].

* 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?

“Nothing 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?

I’d go to Medical Records and search for what I want. Think there are 4 options there.

Clicked on Medical Records subhead.

Went to top, under VA Benefits and Health Care dropdown. I would look there.

[Facilitator told him he could scroll.]

He first went to top tasks in health.

Disability info would be on eBenefits. “I could just as easily get this info on eBenefits.” Not a bad thing to have it here for someone new to the program.

**Is it useful to see the disability info here?**

It doesn’t bother me. I would need to see if it covered everything I needed so I didn’t have to go to eBenefits. Things like:

* + How your claim or appeal is going
  + Doesn’t show a listing of your disabilities, as you would see on eBenefits.

He showed where on top navigation you would be able to go into Medical Records.

Otherwise he would go under VA Benefits and Health Care on top navigation.

* 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?

I’d go to Pharmacy.

* 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?

**Pharmacy - 5-10 minutes**

I’d go to refills and track your meds, and I’d order which one I want.

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

Would select the one I wanted and click “Refill” button.

Pharmacy goes through outpatient clinic in [city of his VA clinic], which sends it.

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

By mail, it takes about 2 weeks.

Medications come to my [name of country] 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 (already ordered, is between pharmacy and you). One is in progress; other needs to be renewed.

There should be a listing of it in transit. Both in progress and in transit would give you an ETA.

Should say when shipped and ETA. Similar to an Amazon order.

“Renew soon” means you might not have renewed it yet. [Note taker didn’t catch all of this.]

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

Maybe add a medication to this list, but that’s probably difficult to do. Don’t know if they (VA outpatient clinic) would accept a prescription from a local doctor. Doubtful they would fill it at the pharmacy.

VA outpatient clinic has a limited stock of approved medications. Local doctor does not know that stock.

**Other instances where you could add a medication here?**

Probably not much. I’m adverse to taking medications.

**What can you also do here?**

Noticed adverse reactions. Might get information here instead of having to search the web.

“I’m not sure what the Pharmacy tool is.”

**What would you expect to find in the pages on the left (navigation) with info about the Pharmacy tool?**

“ ‘Pharmacy tool’ is not that descriptive, so I wouldn’t know.”

* 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 on Appointments on left (navigation).

[Person who took these notes stopped observing this test – only saw first half.]

**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?