**Conversation Guide – Participant 8**

3/15/2022 – 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**

[Lot of technical issues with this session: getting online initially, then getting into the prototype. Since he was using an iPad, facilitator shared screen and “drove” the mouse.]

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

Yes.

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

Go to the hospital. Or sometimes I do eBenefits or My VA health care.

I go online maybe couple times a year.

**What do you do online?**

Recently I just checked some of my claims and my status overall in the VA.

**What would you change if you could?**  
Guess I would try to make it a bit more interactive. Just sometimes you can’t find what you’re looking for because there is so much other stuff. “You spend a lot of time going through dropdowns and toggles you don’t really need.”

Sometimes I try to do things with my prescriptions, but I never have any luck, so I have to go to the VA physically.

I use eBenefits and VA Health Care, VA.gov. Probably use a couple times a year. I sign on and do a couple things with my prescriptions.

Sometimes I browse the newsletters, things like that. But not too much.

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

No, I do not.

* [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 that new place?**

I have no idea, actually, how I would find it.

**Would you expect it to be on somewhere like VA.gov?**

I guess it could be there somewhere, something like that.

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

* What are you seeing here?

This is the homepage, right, for “My Health Vet”? It’s got different tabs you can click on.

* (if they noticed MHV branding) What does that mean to you?
* What are you able to do on this page?

Check on prescriptions.

It says Messages, it says Appointments, Medical Records. Seems you can do a few things from here.

[Facilitator scrolled to show rest of page.]

He asked her to stop when “Contact us” was at the bottom of the screen.

**What do you see?**

Idea of maximizing your benefits.

Can we click on see what health care benefits you might be eligible for?

Expect to see info on what benefits I can apply for, try to see if I am eligible for them.

**What else can you do on this page?**  
Seems you can do a lot: health care benefits, travel pay, messaging.

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

**Where would you expect to find this page?**The homepage for “My VA Health, VA health benefits.”

**How do you usually get there?**  
I click on the email they send.

* 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?

Go to “sign in or create account” (within 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**

After he went directly to the auth MHV main landing page, he said:  
I was waiting to put in username and password.

* What's different about this page? What website is this?

It’s more personal. Got information in there. Even got name of his doctor, so he can just message his doctor right away.

Prescriptions, his appointments, medical records.

[P8 said he noticed the name “Hector” on the screen, and when answering the questions, he referred to “he” and “him.”]

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

I am assuming it’s from the VA. The information he has on file with the VA.

* 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?

Benefits.

**What type?**   
“It’s percentage, diagnosis, what he is eligible for. Just things like that related to benefits.”

**How has this part of the page changed? (Top tasks, disability, etc.)**Can see his disability rating. Helps with process of appeals, process of claims. Kind of lets you know if anything has changed.

* 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?

He asked to scroll back up to Messages.

Click on Elizabeth McSweeney. Looks like they already had a conversation, so I am assuming she’s answering his question or helping with his medication, whatever else.

**How would you see more of these?**

Click view all messages.

* 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**

[Early in the session, P8 said he noticed the name “Hector” on the screen, and when answering the questions, he referred to “he” and “him.”]

* What are you seeing here? What would you come here to do?

The lab results.

**How would you look at most recent lab result?**

I guess the one up top is most recent. So just click that one.

P8 expects:  
“Details.” “What the lab work found, anything going on with your blood. Test results. A little more detail.”

[Facilitator scrolled through rest of page.]

**What else can you do from here?**

“Looks like you can do a lot. Lab tests. Medical images.”

W**hat would you expect under medical images?**  
Stuff like Xrays, MRIs, details, results. Images.

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

I guess go to add and track your health info (in content area of page – that is showing now).

P8 expects;

Activity, link to an app or whatever, that will share that info.

**Who would you be able to share that info with?**

P8 paused, then said: “Your doctor.”

[Went back to auth MHV main landing page from here.]

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

Where it says VA labs and tests up there (in content area of page, which is still showing).

P8 expects:

“All the labs you’ve done, all the results. Everything.”

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

P8 paused a while.

“I guess down at bottom where it says ‘record sharing’ is where you would go.”

P8 expects;

It would forward all your information to a 3rd party.

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

**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**

[Facilitator scrolled through entire page.]

This is what I expected. Has all medications, even has option to refill a medication.

[Early in the session, P8 said he noticed the name “Hector” on the screen, and when answering the questions, he referred to “he” and “him.”]

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

I’d press the refill tab there. (Indicated the blue button.)

P8 expects:  
Would probably be a lot. “I would not know what to expect, honestly.”

Assume it would give you an option to order it or whatever.

Expects medications to come “from the VA.”

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

See above.

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

Looks like just 2. I didn’t see the ones at the bottom. Let me get a good look at those. Yes, looks like just 2 for right now.

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

P8: The ones that don’t have that option?

“They may have expired, is what I’m thinking. Or maybe he might need to visit the pharmacist again before he is able to refill them. Or his doctor, or whatever.”

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

I guess you have to go to Messages.

**What would you expect to do in Message?**

“Talk to you doctor.”

* 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?

“Looks like you can add a medication. You can read up on the allergies. Up top, you can do the same thing again. Send messages, check benefits. Looks like you can do the same things on all the screens.”

**When would you add a medication?**

Guess if it’s new, if the doctor put you on a new medication.

**Who would see the medications you add?**

Your doctor, I believe.

**How would you go to Messages from here?**

Use Message link over on the left. [He guided the facilitator to click on left navigation.]

**How would you check on upcoming appointments?**

Click the Appointments link, right above the Message link.

* 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?

**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**

It’s showing all the appointments he has coming up.

[P8 continues to refer to Hector, the name on the prototype.]

* What can you do on this page?
* How would you get more information about your appointment on November 25?

Click on an appointment Details tab.   
 **What would you expect?**

Already see time and place here, assume there would be more details on what the appointment is for.

* How would you make an appointment with your doctor?

Click on the Start scheduling tab up top.

**What would you expect?**   
I guess like an option to schedule an appointment with your doctor.

* (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?

Maybe go to Appointments up there and click “Pre-check-in.”

P8 expects:

Any type of consent forms, insurance info, anything you need to fill out. Things like that.

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

**How would you sort the appointments you see here? Only see November appointments?**

“Go to that filter link over there. It should give you a dropdown option to only see November.”

P8 expects these options in dropdown menu:   
Appointments that are upcoming, appointments that are further away, an option to filter them. So you could probably do the ones for this month, maybe.

* What's missing from this page?

I think everything is there. I was looking for the prescriptions, but I see the Pharmacy tab. So it looks like everything is there.

**How would you look at recent lab results from this page?**

Maybe click on Medical Records.

* 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 do you see?**Conversations he’s had with different doctors. Some of them are read. Some he has not read. Top 3 with the dots by them are unread.

[P8 continues to refer to Hector, the name on the prototype.]

P8 expects cursor to turn into a finger, let you know where to click to open the message. [P8 was hovering cursor above a message.]

* What can you do on this page?

You can go to Pharmacy, Appointments, etc. It’s like the homepage, just laid out differently.

* 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?

Go to dropdown for “Show messages by.” Pick something like “Past conversations.”

P8 expects in dropdown:   
Filter to kind of let you choose a more specific type of message you are looking for, so if you are looking for a certain doctor, it would be included in there.

**How would you see messages from just the last 6 months?**I’m assuming it’d probably be in there, too. Would say something like “Messages from last 6 months.”

* 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?

Go to Compose.

**Right here?** [Facilitator pointed to link in page.]  
Yes. Expect option to select which doctor you want to send a message to.

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

See above.

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

“I do them by importance or which ones need to be dealt with more so than other ones.”

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

I guess find like a “contact us,” something like that. A help link or a contact link.

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

Click on Home.

**Where would you expect that to take you?**

Back to that 1st page.

**Talk to me about the other options:**

“My Health”? I don’t know where that will take me, actually.

**Would you like me to click that and find out?**

Yes.

**Is that what you were expecting?** [Now on the auth MHV main landing page.]

No.

**What were you expecting?**

I guess I don’t know. I thought this was the homepage. I guess I thought “My Health” would be something different. (By “this,” referring to the auth MHV main landing page.)

**Now that you know this is My Health, what would you expect Home to be?**

I don’t know.

**How would you check on a prescription from here?**

Click on one of the prescriptions.

**What would you expect if you clicked on a prescription?**

Info about the prescription.

**How would you see all medications?**

Click view all in Pharmacy.

P8 expects in Pharmacy:   
All the current medications you have.

**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?

“This is something I’ll possibly be using or looking into, to see how much information I could get out of this.”

**What kind of information?**

“For starters, I would try to contact my doctor, maybe schedule an appointment, get some questions answered about my prescriptions. I would probably start there.”

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

Medical records, just kind of checking over them, seeing if they are accurate, if there’s something I need to add.

**Other thoughts?**

No, I think that covers it all, for me.

**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!