**Conversation Guide – Participant 9**

3/15/2022 – 2pm 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.

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

**How do you interact with your health care?**I usually have to call. I call the [name of hospital].

Had some difficulties going online.

I am seen through community care. Lot of times I have to go back through the VA for referrals.

**What can you do online with your civilian doctor?**Schedule appointments. I think you can request your refills, but I don’t do that.

Go online for health care “once in blue moon.”

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

Would not change much… Don’t think it’s the online that’s the issue.

Spinal issues, lot of back surgeries. I go to chiropractor.

“So it’s not so much the website; I think it’s the VA.”

**What website do you go to ?**I have the app on my phone. “It’s just the VA app.” It has Home, Claims, Health, and Profile buttons at the bottom. I don’t know if it’s not synced with community care b/c I *do* have appointments. I clicked on last 3 months, and it doesn’t show appointments. “I don’t know if community care is even synced up with it.”“That would definitely be useful.”

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

No, I have not 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?

“I’d probably just go to Google and type in ‘VA health care.’ ”

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

[In this session, we did not show the unauthenticated MHV main landing page. We went straight to the signed-in landing page.]

* What are you seeing here?
* (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?

See post-task interview.

* 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?
* 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**

I’m guessing this is if you have already logged into the page.

He read aloud through Pharmacy, Appointments, Messages, and Records at top of page, including the personal info.

Then he scrolled to the top tasks, disability benefits.

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

[In this session, we did not show the unauthenticated MHV main landing page. We went straight to the signed-in landing page.]

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

Not really sure. Just think it’s coming from the VA.

* What are you able to do from this page?

Access your medications, view appointments. It doesn’t look like you can set up an appointment. You can message with people, doctors. You can access your medical records.

* What is missing from this page? What information would be useful for you to see here?

Make appointment.

Button for request a refill.

**How would you do that from here?**  
View all in Pharmacy.

* 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?
* 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**

I am seeing:

* + Most recent labs, tests, images: MRIs, labs, bloodwork.
  + VA Blue Button report – “I’ve no idea wheat that is.” “I’m; not sure what you’d use that for.” I don’t know why you’d use that. (Then he read descriptive text about Blue Button in the content area of the page.) I personally don’t think I’d use that but maybe someone else would.

**What would you expect in that report?**   
Guess it would be your whole medical record from VA. “It would be a lot of info.”

* 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?

Down here on add and track your health info. Could input your information. Track that, so the doctor sees that you are working out if he said that’s something you need to do for your heart or blood pressure.

**How would you find answers if you have questions?**Down here at “Questions?” (pointing to bottom of content area of page). Scrolled up – I don’t see it up here. It might be helpful to have it up here. Maybe if there is a questions tab here (pointing to bottom of left navigation for Medical Records). Maybe put it under Resources.

**What would you like to see under Resources?**I’m not sure. Resources for what? I don’t know. I don’t have any ideas for that.

**How would you get back to the 1st screen?**  
Clicked on “My Health” on breadcrumb.

* How would you check your most recent lab results?

Up in most recent bloodwork item. Test details link.

He expects to see:   
Whether they drew my blood, if it’s in normal range. Whether I am too low or too high, not in the normal range. Then maybe if you are out of range, your blood work is not normal, maybe you have to click to make an appointment.

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

**How would you see your Xray from here?**

Would be under this medical records report (pointing to top area of page with recent things).

Then he scrolled down: You’d click to view your images and reports, right there.

**How would you see all your images and reports, not just the most recent?**See your labs and tests (in content area).

**What else can you do from this page?**Labs and tests, medical images, MRIs, add and track your health info. Looks like you can put your Fitbit info in if you want.

Manage sharing options – Looks like you could share this with a family member or caretaker.

VA health summary – I don’t know what that would be.  
Maybe the status of your health, warning if some things not so good and you better go to the doctor.

* What does Blue Button mean to you?

“ ‘Blue Button Report’ just has me stumped, I don’t know what that is. I’m not gonna lie.”   
I guess it would be all your health information from VA.

* 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**

I see refill all eligible prescriptions at top. [He tried to click it.] If I go there, it should tell me prescriptions were filled, tell me when I will get them.

Currently gets his prescriptions in the mail.

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

See above.

* 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?

See below.

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

Only 1 is expiring; 1 is due to be renewed. One is in progress; one is in transit.

Weird that it says refill, but then says when it’s delivered. Little confusing. (Referring to the 2nd prescription in the list, which has a refill button.)

Now I can see these 2 can be refilled.

Renew – guess you have to contact your doctor to see if you can renew it before you can renew. I would go into a screen to request that. [Missed some of what he said here.]

“In progress” means in process of refilling.

“In transit” means it’s on its way.

(Referred again to the date above the one with refill button.)

**How would you check when it will arrive when it’s in transit?**

Click on track this prescription. It would tell you where it is in transit.

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

See above.

* 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 else can you do here?**

Add your medications, maybe over-the-counter stuff.

Can add allergies and adverse reactions.

[He looked at left navigation, read through the links under Pharmacy.]

**How would you go to the main page?**

Would go to Home (in breadcrumb). This goes to the homepage for VA.

I think “My Health” link wd take me to the page we were on before this page.

* 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?

I would click on Appointments (left navigation).

**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**

Looked at list. Are these appointments inside VA, or also appointments outside VA?

I would think it would have both. Not sure how VA and community care are synced up together. Lot of Veterans are now doing community care.

(Looking at dropdown menu:) Looks good: Upcoming, and I guess Past.

Options he expects:  
- upcoming  
- past  
- pending appointments – appointments that are being scheduled. Like ones you started scheduling, future ones. So you can see they are being worked on.

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

Go to Details link. For Nov 25, there are 3 appointments at 10:00.

Would probably see this info if you clicked Details:

* + Location
  + Doctor
  + Maybe also a phone number in case you had to call to ask a question or reschedule or cancel.
* How would you make an appointment with your doctor?

Go up here and click Start scheduling (at top of page).

**What would you expect?**

Not sure what it would bring you into. Depends on what kind of ailment or issue you have. Like if you feel sick or have a cold.

* (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?

Scrolled down, then up again. Maybe “Pre-check-in.”

What does that mean to you?

“You check in before you’re supposed to check in.”

Can you ask the question again. I’m trying to figure it out. [Facilitator asked again.]

How would I know I have to fill out paperwork? Would expect that I’d get email that wd take me to the right place to fill out paperwork. “Pre-check-in” doesn’t mean to me to fill out paperwork. Maybe say “information needed.” “I wouldn’t know there’s paperwork for me to do by seeing that.”

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

See above.

* What's missing from this page?

Looked at top nav, read “My VA” out loud.

Don’t’ see anything missing.

* 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?

Clicked “My Health” in breadcrumb. Went to MHV main landing page.

Then view all messages.

**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**

(Not sure how the question that preceded this answer was phrased:)

He pointed to message in list, said he would reply.

I see 3 new messages.

To view, I would click on the top message.

Top 3 messages are dark blue, look like they have not been opened.

The rest are “grayed out, look like they’ve been opened before.”

* What can you do on this page?
* 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?

**How would you find a message on COVID testing?**

I guess I’d click on 2nd message in the list, which, says COVID.

If I was looking for a message that was a year ago, I’d search by date. “That way it pulls up older messages.”

* 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?

I would click the dropdown. Show messages by: Past 6 months.

He expects these options in dropdown:

* + Most recent
  + Past 6 months
  + Maybe out to 12 months

Maybe messages would be archived after that? I’ve never needed to go back farther.

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

There could be a Read/Unread. Maybe just say “New” and then “Read” instead of them being mixed together.

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

How to use the Messages tool (pointing to left navigation).

P9 expects to see this info under How to use the Messages tool:  
Instructions: “it’d break it down shotgun style.”

But this pretty intuitive, pretty self-explanatory.

It has Compose message, Search messages.

**What would you use Search messages for?**If you are looking to find out something about COVID or lab results But looks like you can also search right here (pointing to Search link within page).

Search messages: Guess would be a box that would pop up that would allow to you type in a word to search. Could type in doctor’s name, like Dr Narin Ratana. Then all the messages would show up.

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

**How would you get a copy of your vaccine records?**Clicked on “My Health” in breadcrumb, went to MHV auth main landing page.

From the MHV auth main landing page, he looked at Medical Records. “I don’t see anything about vaccines.”

“I would expect vaccine records to be under ‘Medical Records.’ “ Tetanus, anthrax vaccines – expect those there.

[Facilitator: Let’s go to Medical Records again.]  
 Clicked view all in Medical Records.

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

This isn’t published yet, right? It’s a new website you are working on building?

Facilitator: This is an idea.

“I think this is really cool. I think if we had something like this, it would make me more enticed to use it.” Would be good to have this on the app. I use the app for benefits, records (?), print from to download (think he said letters here), track pending VA cases. I use the app for this.

I called to refill prescription today. “I get really tired and worn out calling the VA to fill my prescriptions, so this would be wonderful… It’s just a constant rigamarole with trying to get medications filled.”

My community care doctor says he faxed my prescriptions to VA. Then VA says they don’t have it. I have to go back to my doctor.

Hate calling. You have to wait on hold. “The way technology is, there shouldn’t be any reason to have to do this on your phone…. It’s archaic.”

**Where would you expect to find this page?**

I think if I went to that tab on my phone, If I clicked on the tab that says “Medical,” it would bring me right here.

He clicked to Pharmacy again. Need to have a direct line between community care doctors and VA. With community care, “I’m usually like the middleman.”

Only certain doctors will see VA patients. My doctor either faxes or scans my prescription in. Would be great to see on the Pharmacy page if my prescription was received by the VA from my doctor.

I have had to wait 60 days to get a prescription filled because of this very issue. Need something that tracks is in real time.

“I like this main page here. It looks nice.” (Looking at auth MHV main landing page.)

**If you were online, how would you get here?**From VA homepage, click on “My Health.” Think under “My VA,” it would have what ratings you’re at, and this would be my health right here.

His question:

I had a referral from VA to see dermatologist. Have seen skin cancer 2 times. Have to see doctor for yearly checkup. Dermatology doctor told me I need to go back to my VA doctor to get another referral, so I had to make an appointment to go to VA in person. Seems redundant. Seems like you should not have to go in person to renew the referral. Seems you could send a secure message and get that referral.

“This is exciting stuff.”

I know a couple other Veterans I can send this to. (Referring to having them volunteer to help with VA.gov research.)

**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!