Conversation Guide

*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? Yes.

Warm-up Questions - 5-10 minutes

• Do you have health care through the VA? How do you interact with your health care? How would you like to? Yes. Really my extent is on a disability claim, and one time I followed up private healthcare. Mostly I do it through Tricare in person at a local facility. When I file my disability, I did that online on VA health.

• Have you ever used Myhealthevet? I might have used that when I first filed my claim. I am pretty sure that is one of the sites I was interacting with.

• What did you think of that process? I liked that quite a bit. I thought it was easier then having to go in person or mail things up. Easy to upload your documents.

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

• Have you used My HealtheVet? If Yes, how often do you use it? What do you use it for? How do you access it (phone, tablet, laptop, etc.)? What would you change about MHV? I did it in person at a VA clinic. Once I got into the healthcare system, I found out there was a way to do that online, so I used it more.

• How did you find out that you could do that online? I think it was through communication from VA that stated I could do it online, so I started doing that. When I was first thinking about them looking at my rating, I saw that you could do that online, but I shied away from that because I did not think I had enough experience to do that alone online. I almost did it, but I did not want to go through all that.

• Do you use secure messaging now? What for? How often? What would you change about it? No.

• You got an email from the VA that there's a new way to look at all your health care 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 would probably start search on a search engine. I would search VA health records or access to VA health records.

Health Apartment homepage, auth - 5 minutes

*Veterans will be taken directly an authorized homepage screen.*

• What's different about this page? What website is this? There is a way to sign in. It states all that is on the website. It states it is an official website of the US Government.

• How do you think you can sign in? Well, there is a sign in or create account button.

• Click on sign in. What do you see now? There are medical records, pharmacy, update healthcare info, Covid 19 information, and it looks like there are some answers to possible questions one may have. Tells you what your rating is. Also, the option to higher your rating. This would be helpful for me personally because my rating changed, but I never received any communication about why it changed.

• Where do you think the information, you're seeing is coming from? Some kind of civilian from the VA.

• What are you able to do from this page?

• Is there anything else that you would like to see on this page? If yes, what information would be useful for you to see here? This just states it is a health site for the VA, on the top of the log in screen, I would probably have to go back to the other screen. Is this VA health? Is that what this site?

• Is that what you would expect it to be? Yes, with all this information I would think it would be. I would want it to have more VA benefits on here as well. Like Ebenefits. I am looking at Jennifer’s screen, oh wait it says HealtheVet so I would just think it would have health information. If I go to the top of this screen, it just states VA.gov so I would think it would have everything that has to do with VA not just health.

• 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? Whose data would be here? I would go back to My Health, scroll down, and click on view all medical records or click on one of the two.

What kind of data would you expect to see there? Probably all my medical records since I have been receiving care from the VA.

• 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 would click on what drug I was looking for and see if it took me to more details. I would also click on view all 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? I would go to Messages and look for the doctor I would want to talk to and click on their message. My first thought was to go to menu and see if it had an option for messaging.

• How would you view all your messages? I would click on 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? I would go back and click on appointments.

Medical Records - 5-10 minutes

• 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?

• How would you check your most recent lab results?

• 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?

• 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 other things can you do on this page? 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? OR How would you get back to that first screen we saw?

Pharmacy - 5-10 minutes

• What can you do from here? I see a heading, which prescriptions can I manage online.

• Which prescriptions can you manage online? The ones you currently take, the ones you get mailed to you, and you must be a VA patient or CHAMPVA beneficiary.

• What does that tell you? That tells me that I should be able to use this because I am a VA patient.

• Let’s say you needed to get more of some prescriptions, how would you do that?

• How would you receive this Rx? (If by mail) What address would you expect it go to? It says mail or pick up from my local VA facility, but I would have to decide on which way.

• How many medications can you refill right now, based on what you see here? You have 2 of them.

• What if you only wanted to refill one of these? I would select one of the two that I needed to refill by clicking on the refill button.

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? I am thinking it is because it is not required for you to refill any longer. You may not need it any longer, or you may not be taking it anymore.

• You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that? I see a refill and track medication. I would click on the medication and hope tracking would pop up once I did that. I think I can track the two I was able to refill. There is another in process and in transit.

• What does that mean? The one in progress means it is still in the pharmacy getting filled, and in transit is that it is in the mail.

• What other things can you do on this page? (If they notice Other Medication + Allergies/Reactions actions) 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? (If they notice the medication statuses i.e. expiring soon, in progress, etc.) What do you think that means? Is there any additional information that you need?

• What other things can you do on this page? What's missing from this page? I see you can refill, you can track, and you can add a medication. I am not sure if it is realistic but to be able to contact the doctor who prescribed the medication.

• How would you want to do that? Just have an option like the refill button.

• Do you see a way to do that here? Oh yeah on one of them there is a link that states to contact your doctor to renew. I only see that on one drug.

• What would think would happen when you click on that? I would think it would flag the doctor to contact you, or let you send a message.

• What does renew soon mean to you? If you are taking as prescribed that you need to renew it or you may run out of medication.

• When would you add a medication? When I get a new medication. I do have a question, if I got a new prescription would that automatically show up or would I have to manually put that in.

• What do you think happens? I am not sure. I would hope that it would just pop up if it is coming from my VA provider.

• What else do you see? Allergies and adverse reactions. I am guessing you can put in the medication, and it would give you the possible adverse reactions. That is what I think it is talking about.

• 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?

Appointments - 5-10 minutes

• What can you do on this page? You can schedule, past appointments, pending appointments, cancellation, and upcoming appointments.

• What is a pending appointment mean to you? That it is scheduled, and it is upcoming.

• What would you expect to see if you click on past? Old appointments.

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

• How would you make an appointment with your doctor? I would click start scheduling. I would expect to see a list of doctors this way I can click and make an appointment. Maybe even a calendar.

• How would you expect to see your November appointments? I would click on it, and I would expect to see location, instructions on what is needed, a to do list, and contact information.

• (Pre-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? I would think if I went into details, it would tell me what the paperwork was, or there would be a PDF file to upload and print to fill out.

*• How else would you think you could do? I would go up to in this section and see if there are any forms in there.*

*• Go ahead and try. Pre check in, I would select that.*

*• You would think you could see paperwork in there? Not necessarily, but it would be nice.*

• Let's say you wanted to sort the appointments you see here, how would you do that? I would try in this section and see if they would give me the option. If not, I would click on pending or past.

• What would you see if you selected pending? The three appointments I already see. I would not be expecting to see the cancelled appointment.

• What other things can you do on this page? 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?

Messages - 5-10 minutes

• What can you do on this page? I see all the messages from all the doctors.

• How would you see the message? I would just click on the message.

• How many messages do you have here? I have the information right here and they are in blue if I did not read it.

• You remember that you had sent your doctor a message a while ago with a question. If you wanted to re-read their reply, how would you find that message? I would initially just scroll through messages until I found that email. If I could not find that I see there is a search message so I would try that option.

• You have a new message from your doctor about a recent test result, how would you look at it? I would somehow get their email address to send them an email. I would have to find their contact information. I do not know if I clicked on composed message, I would be able to search on that,

• Would you think you could do that? Yes, I would have to have some kind of information to search, but I would hope with their name I should be able to find them.

• 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? It has an option that states show messages from, I would click on that to see if they have an option for last 6 months.

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

• If you had questions about your messages, how would you find answers? What kind of questions? Like medical information that we are talking about, or a question about the message system?

• Let’s say the message system. Well, I don’t know. Maybe I would have to see if there is a frequently asked questions, or an option to click on for help on the menu.

• Which is the message menu? I don’t really see it. I am scrolling down now to look. I don’t really see. I would click on in this section to see there is an option. There is a link for FAQ, and how to use the messages tool so I would click on one of those.

• How would you like to organize your messages? Probably newest first. I like them in order of newest first and calendar date and time. As received.

• What other things can you do on this page? What's missing from this page?

• How would you get back to that first screen we saw? There is a MyHealtheVet with a back arrow I would click on that.

Post-Task Interview - 2 minutes

• What are your thoughts about what we looked at today? I like it quite a bit actually.

• What parts? I really didn’t see anything I didn’t like. It was easy to use. I would like to explore more as far as messaging with your provider. I like a lot of things about this. If it was built in where we could have a Zoom appointment, like we are doing now. If you go under Appointments, give you the option to do it online. Most appointments, unless emergency, can be done online.

• Any other things that would be good for us to know? I guess, when I was going through my claim, I had to go see doctors I had to provide documentation. To be able to access my healthcare documents on here to ensure all the paperwork there for the doctors to view. If it also showed the appointments, I needed to go to all listed out like this.

• If you do need documentation, how would you use this tool? I would go to medical records. I also needed to fill out forms, so to be able to go somewhere that list out the forms that I would be able to click on.

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!