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, I am.

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? No, I do not.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? No.

• Have you ever applied? I started an application for benefits, but it was incomplete I do intend on completing that application.

• 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 have heard of it, but I have never used it and do not know anyone who uses that.

• How have you heard of it? I received an email about it. It gave me a description on what all I can do on the website.

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

• 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? What I would do I would access the email again to see if there is some information I may have missed. I would not call because sometimes for me there is usually a long waiting period, so I would just read the email again.

• Besides calling how would you look for it? I would look on VA.gov, but if I could not find it again, I would just call. I am calling via my phone.

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? It says welcome to my HealtheVet. It has a sign in, pharmacy, how to make appointments, secure messaging, access your medical records, benefits, ask you questions about outside providers, disability benefits, and how to contact the VA. How to get your covid booster, how to download the app, and how to track your health. Again, it tells you how to contact the VA.

• Do you ever secure messaging? No, I do not. I can now that I see this is an option.

• Let’s imagine you can sign it, do you see a way to do that? Yes, on the top of the page.

• What is different about this page now? It looks like you can see medical records and maybe appointments where completed. You can see messages from your providers, you can see your medications and lab results. This is very good I might add.

• What could be helpful? Everything on here would be helpful. All the medication and the details about when they may expire. Accessing your medical records. All this information is helpful.

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

• 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? I really can’t say if there is something missing. I don’t see anything.

• 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 to medical records.

• 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 don’t know. I am uncertain about that.

• 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 use the messaging option, and then click the appropriate doctor.

• 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 went to the VA health main page and scroll down to the appointments section to click on view all.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? Your recent images, bloodwork, health summary, blue button report, and how you can download the report. Add and track your health information. Managing your electronic health sharing. There is a space at the bottom to ask questions and FAQs.

• Your doctor has asked you to record how much you walk these days; how would you do that from here? I would say under add and track your health information then clicking on what kind of information can I track and hopefully it would give me that option.

• How would you check your most recent lab results? VA labs and tests I would say.

• What would you think you would see? Your most recent lab work you may have completed and past lab results.

• Would you expect to see all or just most recent? For me I would think just most recent.

• How would you see all your labs and tests?

• You need toget a copy of all your VA medical records to take to a community care visit, how would you do that? I would say the VA Blue Button report. I would expect labs, test results, and any notes for providers.

• You had an Xray a few months ago and you want to check it out again, how would you do it? I would go to medical images and reports.

• What do you think you would see? Things you just mentioned like x-rays and any other images you would have regarding your health.

• 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? No, I can say.

• 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? I would try health summary and maybe the blue button report. If that did not work, I would type in pharmacy on the top blue box “in this section.”

• How would you go back to the first page? I would go to the menu and go from there. There should be an option for homepage or a page titled pharmacy and other departments.

Pharmacy - 5-10 minutes

• What can you do from here?

• Let’s say you needed to get more of some prescriptions, how would you do that? It looks like I can use the refill and track medications options for that certain medication.

• How would you receive this Rx? (If by mail) What address would you expect it go to? Mailed or you could pick them up.

• How many medications can you refill right now, based on what you see here? Looks like three. Amlodipine, alprazolam, and gabapentin. Wait I made a mistake, only two can be refilled.

• What does in progress mean? They may need more information before they put in the refill.

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? No, I couldn’t say. Is it because of the illness? I am not sure. Renew means maybe they are coming up on the amount left. I would think maybe another urgent message to contact their provider or a way to contact their provider.

• You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that? If I had the information for the pharmacy I would call them, or I would contact my provider’s office to see if they can figure it out.

• 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? You can track the prescription, contact your provider. I just have a question about the edit button?

• What would you think it would do? I really don’t know.

• Say you picked up medication over the counter, would you ever add that into a program like this? Probably not. I guess having that option is good, but I wouldn’t use it.

• Anything else you see you can do here? No. It looks like it has everything.

• 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? It gives me the option to schedule, it shows pending, and shows me past appointments.

• If you could click start scheduling, what would you expect to happen? A calendar pops up, available times and dates for this one provider.

• How would you get more information about your appointment on November 23? I would go to details and that should be able to expand on more information that I may need.

• What information would be helpful? Whatever my concern is, location of appointment, and time.

• How would you make an appointment with your doctor?

• (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 go out to My health page. I would. I am a little unclear on how to do that.

• Let's say you wanted to sort the appointments you see here, how would you do that? Maybe put pending and that would move current appointments up and past appointments on the lower part of the page.

• What order would you like to see them in? Past appointments at the bottom and upcoming/pending on top.

• What other things can you do on this page? What's missing from this page? To be able to fill out the paperwork on this page would be nice.

• Have you ever had to fill out the paperwork prior to appointments before? Yes, they sent it as a PDF, and I printed it out and filled out.

• 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? It gives me the option to compose message and search message.

• What would see if you hit compose message? A box that allows me to write a message.

• 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 see a list of providers and if I need to write a new message I would click on an old message and send a follow up message to that provider.

• 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 try to hit the menu bar and type in that request. It gives you the option to search messages and all the other options you can do.

• What other ways would you expect to organize your messages? I would want to organize by the name of the provider.

• If you had questions about your messages, how would you find answers? I would try Message FAQs in case it may already be there.

• What would you expect to happen if you can click on FAQs? Seeing a list of questions and concerns from other Veterans. Like a list of 10

• What other things can you do on this page? What's missing from this page? I couldn’t think of anything.

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

Post-Task Interview - 2 minutes

• What are your thoughts about what we looked at today? I like to say this appears to be very user-friendly. It seems like a person needing to use this would find it very easy to navigate. Maybe having forms uploaded online this way we can print them off and fill out. It would be a time saver at appointments. I would also give patients time this way they do not feel rushed to fill out the paperwork.

• Any other things that would be good for us to know? No, that is all I can come up with.

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!