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, that is fine.

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, I have my primary and specialty care. I do use myhealthevet for secure messaging. Other than in person that is the way. Certain providers are great at follow up via texts or calls me on the phone. I have used the virtual appointments as well.

• 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 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? Yes, I look up my appointments, refill medications, yes. I use it probably once or twice a month at least. I use it on my laptop most of the time. It works better on the laptop than my phone most of the time.

• In what ways? User friendliness.

• Do you use secure messaging now? What for? How often? What would you change about it? Yes. If I have an issue with my primary care or if I need prescriptions that have no more refills, I will contact my providers. Also, when I am waiting for referrals. I don’t like that you can not search for a provider if you have not seen them. I use it maybe half a dozen times a year. I don’t have a lot of issues, but I do like having it there.

• Do you like calling or secure messaging better? Secure messaging, it is easier to use that than calling.

• 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 go to the homepage, VA.gov, where they have an area for contact us. It then gives you a list of ways to contact the VA.

• How would you explain what you are looking for? What would you ask them for? Like if I had a rash and didn’t know what it was, I would ask them if I needed to come in or where should I go or what is my next step. I guess I am not understanding what you are asking.

• If you were looking for the new site, what would you ask? It is hard to get through sometimes when calling, so usually I just try to search it myself on the website which could be difficult at times as well.

Health Apartment homepage, auth - 5 minutes

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

• What do you see on this page? What can you do? It looks similar to myhealthevet, like the sign in or create an account. I like the layout and the different sections.

• What website is this? It looks very similar to myhealthevet that I log into. I would go to sign in and put in my username and password.

• What else do you see on this page? There is a menu, also if I was a Veteran in crisis I could click there and it would take me to the hotline, refills, notifications, appointments, secure messaging.

• Where you expect to find this on VA.gov? I would look for a similar thing that says Myhealthevet.gov to connects me to this page.

• What would you search for? A couple ways: Myhealthevet, pharmacy, provider, secure message, or a sign in page/create an account.

• Sign in. What's different about this page? This goes to my account and already has. Oh, I like this. It already has the list to all the departments. I like that it pops up with appointments. This is good. It is nice to be able to pay VA copay bill because I have one.

• Where do you think the information you're seeing is coming from? Best guess my records at the VA because they would have all this information. Secure messaging would be transfer from the old myhealthevet.

• 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’m not sure.

• 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? Goes back to main page and clicked on view all.

• 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? Clicked 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? Menu would have the departments listed this way I would not have to scroll down the phone. I clicked to go back and then I would scroll to appointments clicks view all.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? I like that. Sometimes they will give you a sheet that they give you a summary of your visit. I like that you can see your bloodwork and that you can compare the blood work from different visits to see if things are getting better.

• What else can you do? What is the blue button report?

• What do you expect? Yeah, if it is a downloaded report, I think it would have primary care, specialty clinics I go to, and the last 6 months – 1 year. I am not sure how detailed it would be?

• Your doctor has asked you to record how much you walk these days; how would you do that from here? Add and track health information, or if there was a Fitbit, I could download it into the electronic sharing area.

• When else could you use the electronic sharing? Say they sent me to an outside provider, and I had information that I needed to send to the VA that was from them that is where I could share that.

• How would you check your most recent lab results?

• How would you see all your labs and tests? Click on the 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? It would be listed under medical images and reports. I am not sure everyone would know images are x-rays.

• 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? No, I should try to.

• 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 can view the medications and their statuses; I can contact my providers about medication refills. This says which medications. I am just VA not Champ VA but that could be useful to those people. It lists out the medication you can’t view or manage. If you already been prescribed something, why can you not see that on the list you already have a prescription for it? I am just curious.

• What kind of prescription would you se on this list? I would be able to see whatever current medications I have that I get from the VA.

• 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? This one is ready for a refill so I would just click refill if it is something I needed. In the past I used one medication, but I got something that worked better so I no longer use the first one. I like that it says in transit. It means that it is on the way. That I have refilled and on the way to me. In progress means I requested, and they are working on it.

• How would get to you? By mail. I know some pick it up.

• How many medications can you refill right now, based on what you see here? Two.

• Why aren’t you able to refill some medications? What does Renew mean here? This one I need to contact my provider to get a renewal on. I would do that through secure messaging unless that links with a messaging system for that prescription. Otherwise, I would type a secure message.

• You requested a refill a while back and want to get an update on when it’ll arrive. How would you do that? I would click track this prescription.

• 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? Instead of doing them individually you can refill all at once. I like that option. I do like that it says renew soon as a reminder so you can talk to your provider.

• What other things can you do on this page? What's missing from this page? Clicks on menu. Add medication that is talking about non-VA medications that is what I would expect.

• Who would be able to see the medications? Any of my providers that I see because it is important for my primary to see what any medications I have been prescribed from other departments.

• How would you add a reaction? I would send a message to my provider. I could go to add reactions, but I would first start by sending a message to my provider and telling them what is going on and see if it is normal and ask them my next steps. Allergies are good. Adverse reactions I think would be medically inputted. Like when getting surgeries, they ask you about reactions to medications and they can input that.

• 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? I can see pending, I see cancelled appointments this way I can call to reschedule and get more information. Also, in that case I can send a secure message to have them call me about the cancelled appointments.

• How would you get more information about your appointment on November 25? I was clicking on the past.

• What were you expecting that to do? Clicking that I was expecting it to be separating it by year or monthly if there is a certain time frame you are looking for. I am curious about start scheduling.

• What would you use that for? That would be really nice because getting through to providers to get an appointment can be difficult. If it worked, I would think it would list the clinics I have been to, have a place to explain your issue, I guess it can get confusing with this and the clinics getting mixed up. I am not sure.

• How would you get more details on a certain appointment? I would click on pending and scroll down. Under details I would expect to see the clinic, and I am not sure if I would expect to see anything else besides the provider.

• In your mind, pending means they are upcoming? Yes. Pending is they have already been scheduled not they are waiting to be scheduled.

• What would you call that? A reminder, maybe? Reminder to schedule. I am not sure. Some people when they are leaving a clinic and the provider has not put in the order, yet they will send a postcard.

• How would you check on medications from here? I would go back to main page and then to the pharmacy.

• 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?

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

• 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 would go to compose a message.

• That does not work, what do you think it would do? I would click compose a message. I think you should be able to search clinics/providers I have not seen because I have had an issue where I was newly assigned, but I have never seen them so I would not be able to send them 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?

• You have a new message from your doctor about a recent test result, how would you look at it? I would just click on the message.

• 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 probably keep it on most recent and scroll.

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

• If you had questions about your messages, how would you find answers? I could go to contact us. It would probably say issues with secure message on this website. VA resources means other things you can get help with. Yeah, that is probably or if there was something for technical issues send those messages here.

• Where would that be? Possibly under in the section.

• What else would you think would be in that section? What messages have come in and what messages I have sent.

• Click on that. Folders is like if I wanted to place like emails together, I could do that. Am I reading that right?

• Is that what you think? Yes.

• How else would you want to sort your messages? Besides dates by providers. I like how the menu is set up, but add a way to send an email from your personal email

• What other things can you do on this page? What's missing from this page? You can search for messages. I can put in a keyword and find messages with that keyword.

• 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 it. I think it is usable format than the current one. That is the biggest thing. It is user-friendly. I think the current myhealthevet has too many pictures that it takes away from what you are trying to get to. It is straight forward.

• Any other things that would be good for us to know? When it has my name and the down that just opens this page?

• What would you expect? Probably my account. Say I wanted to look and find my address.

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!