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. I stopped interacting with m healthcare.

• Can I ask why? When I go there with an issue it was too long to get in, or they could not help me with my issue.

• When you were interacting how would you interact with them? In person

• Was that ideal for you? Yes.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? I have dental and vision. I use my vision.

• When you use your vision how do you manage that? I go onto Ebenefits and submit a request to see the doctor.

• Does that work for you? Yeah, that works for me. I have the choice to call.

• 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, when I was seeing the doctor, I would use it all the time. I have Medicare now and it is easier for me to use that. I would be seen by multiple doctors for the same issues, and I think that is why the VA started giving me issues. I would use it probably monthly. I would go on and look at my test results after a doctor visit.

• Anything else you would use it for? No.

• How did you access Myhealthevet? Through portal. I wouldn’t change anything about it.

• Do you use secure messaging now? What for? How often? What would you change about it? Yes, I did when I was seeing providers. I would use that probably weekly. I wouldn’t change anything besides how quickly I would be notified. I would have a doctor reach back out to me rather than the nurse.

• 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? That is a good question. I would probably just call the main VA number.

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? Log in screen. If you keep scrolling down it has appointments, health care benefits, it basically looks like myhealthevet and Ebenefits together.

• How would you sign in? Just hit the sign in button on top.

• What looks different on this page? From what I remember all your stuff comes up so you can view it right away. If you wanted to see your pharmacy stuff you would have to click on it, but on this page, you see that information right when you sign in. I think it is a plus to be able to view without having to click into that section.

• Where do you think the information you're seeing is coming from? I guess it would be coming the primary care. I would hope so.

• 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? No.

• 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? You would have to go to medical records. Click 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? If it was one of those I would click right here. All your prescriptions should show on this page. There should be a button to refill from this page as well.

• 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? Go to messaging 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? You click view all.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? I see the view VA health summary. It looks like there would be a download report button underneath it. I am assuming.

• Your doctor has asked you to record how much you walk these days; how would you do that from here? Add and track your health information. So, I would hit track health information. I guess it would be like a Fitbit thing that you would be able to track your steps or heartbeats if you have heart issues. I don’t know if you have used a Fitbit before, but it is pretty easy to use when you open up the app.

• How would you check your most recent lab results? You go to VA labs and tests. I would like to see any labs and tests I have gotten done from most recent.

• How would you see all your labs and tests? Health summary, no? If it is just labs and tests, it should be under labs and test. There should be a view all hyperlink.

• 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? Medical images and reports. I would expect to see anything that would have to do with MRIs and x-rays. It wouldn’t matter how I viewed them because I wouldn’t know how to read them.

• What would be beneficially to see? I don’t know. I guess arrows pointing at the issues and telling me what was wrong. An explanation of what the image is.

• What does Blue Button mean to you? No, I don’t know what that is.

• 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? I used to, but once they started the sharing my provider is connected to the VA, so I don’t have to do that anymore. Sharing options so I can put in my provider’s information so they would be able to share electronically.

• What other things can you do on this page? What is missing that you'd expect to see here? You can ask questions. That is a good option. I wouldn’t ask questions, but older Veterans might use it to ask questions about their tests.

• Anything you might want to see with your medical records that we don’t have? I think it is all covered 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? Prescription wouldn’t be on this page because it was on the last page. Right? I would click the back arrow on my phone.

Pharmacy - 5-10 minutes

• What can you do from here? This refill all eligible prescriptions is very useful.

• 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 comes in the mail. That is a good question, hopefully everyone updates their address. I update mine every 6 months.

• Is there a reason you do it every 6 months? Because I am anal.

• Do you move every 6 months? I am just very cautious. I just like being on top of everything.

• How many medications can you refill right now, based on what you see here? Two. It looks like they refilled two because one is in progress, and one is in transit.

• What does in progress mean to you? Means they already hit the blue button to refill. The other one is already on the way to me.

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? Ran out of refills so they need to go to the doctor to get more. Right here it says to contact your provider, so you click on that, and it would allow you to send a secure message to them. What is this private provider one? I have never seen that one before. I guess you can track your private doctors also. You can add medications. I guess that is where that one came from. You can add medication.

• What kind of medication you would add? Something that comes from an outside provider.

• Would you have done that in the past? No, I don’t remember being able to do that. I also don’t remember seeing the adverse reactions or allergies.

• Would you add those? No. I have allergies but nothing serious. I would expect any providers connected to see that. Maybe even just doctors that are treating me.

• 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 can track the prescription. The date I ordered it, the process it is in, and if it was shipped the tracking number so I can see where it is. Or if it has been a while a button where I can contact the doctor to see what is going on.

• Is there anything else you would like to see on this page we don’t have? No.

• 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 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? He would have to go back again.

Appointments - 5-10 minutes

• What can you do on this page? You see all your upcoming appointments.

• What information would you expect to see clicking on details? I would expect to see the location, a dropdown link with address to take you on the travel app you are using, time, provider.

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

• How would you make an appointment with your doctor? In the past you would have to send a message to them, but here you could start scheduling. That is where I get confused because how could you schedule an appointment if you don’t know the doctor’s availability. If that was live it should give you a calendar with the availability, a box to tell them what is wrong, and then you submit. They would be able to get back to you with a response on what the next step would be.

• (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? That could be in the details tab. Right here on the phone I should be able to fill it out. You could print it out, fill it out, scan it, and then send it back to them. I would rather be able to click on a link, opens in word doc, and then fill it out there.

• Let's say you wanted to sort the appointments you see here, how would you do that? I guess you can click those three lines in this section. Oh, you can pre check in. That is basically information. If you wanted to sort through this stuff, you should be able to click on the details on one of them.

• What would you expect to happen when clicking on pending and past? When clicking on pending all your upcoming appointments should pop up, and with the past all your past appointments should come up.

• What other things can you do on this page? What's missing from this page? NO. I don’t see where you can cancel an appointment or reschedule an appointment. That should be on this page if you could not make it. It maybe better in the details page. Instead getting overwhelmed with phone calls. I would get at least 3 phone calls before my phone call to remind me. Even when answering they would still call again to remind me.

• Do you ever pinch to zoom in? Yes, I do. I zoom a lot on my phone.

• When do you zoom? If it looks blurry or I can read it.

• Is there anything in the demo that has been hard to read? Not really.

• 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? From this page, it says contact us but I don’t think that is for your doctor. You would have to go back again.

Messages - 5-10 minutes

• What can you do on this page? It says compose messages, it has all the messages you have already, you can search for messages, so you could just click on that and put in your provider’s name.

• What would you think would happen? You could search a provider’s name and then all the emails from that provider would come up.

• 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? It would pop up here. When you scroll down it shows you 20 messages at a time.

• How can you tell the unread messages? They should up bold in black.

• You want to send your doctor a message about your upcoming appointment, how would you do that? Click on compose message. If you click on it an email would pop up. A subject box and another box for your main message.

• Do you organize your messages? I don’t but I guess it could be nice to place all your emails in folders of providers.

• Let's say you wanted to see messages just from the last 6 months, how would you do that? It shows messages by, and it says most recent, but it should drop down and gives other options.

• What other ways would you expect to organize your messages? No that would be easy enough.

• Can you tell me what you are looking at? I guess you can create folders to organize your inbox. You can create drafts. It is basically like a normal email system. The same process.

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

• What other things can you do on this page? What's missing from this page? No, not really. I think that is pretty easy to use.

• 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 think it is pretty easy, but you will always have the older generation that would not be in tuned to look at this. When trying to transition from ancient times to now, you will always have those who do not understand. That is why it is important to have a contact information so someone can help them walk through the site. I have to help a neighbor who does not know how to use a phone. When I got out there wasn’t much, they helped me out, so I try to help others as much as possible.

• Any other things that would be good for us to know? I think on every one of these pages there should be a box there for the option to talk to someone immediately to talk to. I know on top it says talk to talk to the Veteran Crisis line now, you should be able to talk to someone. For a crisis or for a technical issue. And operator to get me to the right person.

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!