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? I am. I do. 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? I do. Some of my doctors I have to go in and see. I have had a couple of appointments through video. I have had one on the phone.

• Do you have a preference that you like to interact? Depending on what I am being seen for it would depend on how I like to interact. Some providers it is better I go in person, while some I can do via video. My preference would be on video this way I would not have to drive 60 miles to the VA because I am illegally blind.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? Yes, I have all my benefits through the VA. I am 100%. I also have disability, healthcare, I use the vision rehab, and I am a member of the Blind Veterans. I also life insurance through them.

• How do you manage your non-health benefits? My life insurance I handle all online. Most of them I handle online or telephone. The VA.gov website.

• How would you like to manage them? I would like to handle them online because I get the information quickly.

• 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 use it every day. I use the secure messaging with my primary provider, which is my ideal communication with them because it is easy for her and me. I can send messages, refill my prescriptions which is good because I take a lot. Being able to refill them online is a time saver. I can get all the supplies I need for my hearing aid online. I can just message any of the departments I need to fill any need I have.

• How do you access MyHealtheVet? Mostly on my computer. I will sometimes use my phone. Sometimes I will get a notification that I received a new message, and so I will get on the app on my phone and check it if I am not at home. I have all of the VA apps on my phone.

• What would you change, if anything, about Myhealthevet? What I have found most disturbing is that when I am refilling my prescriptions the tracking. The length of time it takes from refilling to when I finally receive it is a long time. I am usually out before 15 days, so I really have to calculate properly this way I do not run out of medication. That is the one thing I would change.

• 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?

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? I am seeing a welcome to myhealthevet. One place to manage all your care. Then it lists all the options I have to view. It has some extra things that would not appear on the normal Myhealthevet screen. That means I can do everything I need to on one log in. With my hearing aids I would have to go to my benefits to get new batteries for them. To get composition socks I would also have to go in that way. This would be great and time saving for me.

• Where would you expect to find this page on the VA.gov website? Myhealthevet site but it is not that it is sort of Ebenefits. That is interesting.

• Let’s say that all of those are together where would you go to find this site? I wouldn’t be able to find them all on one particular site no matter what site I would go to. There are other things on here that are not related to myhealthevet.

• Can you tell me more about the links you are seeing on this page? I think they are useful to me. I would use the disability benefits, healthcare benefits, travel pay, view and update my healthcare information, I would use all of this.

• Do you see a way, in this demo, to sign in? I would use the ID.me. In the new sign in on myhealthevet. I think I could use most of these things, but I would have to go to different home pages to get all this information. I would have to go to myhealthevet, VA.gov, and benefits pages to get all this information. It is tricky but that is how you would do it now. This way would save you a lot of time.

• If we try it this way, how would you sign in on this demo site? It says on the top it says sign in or create account. I would hope that I would click on that it would give me the option to sign in to all this.

• What is different about this page? It goes to my pharmacy, appointments, and messages.

• What website are you on right now? It says it is VA.gov home.

• Where do you think the information, you're seeing is coming from? I am thinking it is coming from Myhealthevet, Ebenefits, VA.gov, and I don’t know where the travel pay is from so that is new to me. I think it is a combination of the websites. It says welcome to my HealtheVet, so it is all under one page. This would be very useful to me because everything is in one page. Having the ability to view my information that would be valuable especially for someone who is illegally blind or has no vision at all.

• Do you use assistive technology? Yes, I do. Primarily for people who have limited vision or for people who are blind. It gives you magnification and the voice. It reads all my texts. I also use a book reader that can do the same thing. I have everyone they probably ever made.

• 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 think being able to download or email from this site my complete health records. I usually use my blue button on myhealthevet. That allows me to see all my medical records, maybe it does if I clicked on medical records. I just like to keep up with all that information about my health and my medications. I like to have all the details.

• 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? I would go to home screen and that is the first thing I see is the Pharmacy. It states the medications and when they expire.

• 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? On the home screen it lists two, but it also has view all appointments.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? Okay so that is all there. I don’t see anything that I would not be able to do right now from any of the other sites. If something were to happen to me, I need to be able to show people what my issues are, so being able to access my medical records would help save my life. One thing I do not see on here to change or view my advance directives. That is the only thing that strikes me right away. It would help a lot that it was somewhere that I can click on and view that information whether I have one or if I need to create one.

• 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? I would go through on myhealthevet and click on blue button reports. On there it gives you the option to view lab results. The lab results are just that the lab results. Some of the imaging that is done is also on there. You have to go through a couple steps. That is the way I would do it.

• Do you see a way to do that on here? Yes, I do.

• Would you mind talking me through that? On the home screen you would click on medical records, and it has bloodwork. If I click on view all medical records, I would hope to see all that information. That would be good too. When you have a heart condition it requires you to have stress tests and MRIs. Those are important to me because I like to read all the reports on them. With one click I have the option to view medical images, manage my records, and what I am seeing I can do anything I would normally do on any given time I go on Myhealthevet. I can do that here with one click instead of several clicks. All those steps are a lot for a blind person. The less steps you have to go through to get to where you want to be is easier to manage. Here you go to one menu, and you are there you just have to scan the screen.

• 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?

• Let’s say you needed to get more of some prescriptions, how would you do that? I would click on view all pharmacy. I would go to refill and track medications. On this page being able to see all my medications. I can read through all of them to see which ones I need and which ones I do need, then I would have to select, and submit. After that you have to go down and review. Here it is cut down into what I need to do. I just need to find the prescription I need, and I hit submit. It gives me in transit, in progress, and pending. It tells me where each medication is at. This one is much better than the method I use today.

• How would you receive this Rx? (If by mail) What address would you expect it go to?

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

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

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

• 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?

Appointments - 5-10 minutes

• What can you do on this page? It looks like you could probably make appointments and cancel appointments.

• How would you get more information about your appointment on November 25? Scrolls down to appointment. I would hit probably click on details.

• What would you expect to see once you hit details? What appointment it is, who the provider was, a place where I could change/cancel the appointment.

• What are you seeing here? A pre-check-in, which is good because if I could just do this while I am driving to my appointment. There is probably a little more to these appointments.

• 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? If I got it from the VA, I would go through that. If they sent it through secure messaging, I would fill it out and send it back to my provider. I do already send information in Excel format through secure messaging.

• 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? I would go to messages and go to one of these people or view all messages. Do these show the most recent in all the folders or inbox?

• How would you want to see them? Inbox

• What other ways would you expect to organize your messages? I like to organize them into what type of health department they are from. Instead of saving them all in one folder I like to separate them like that.

• How would you search for a certain message? I would click on folders and go to my primary care folder.

• If you had questions about your messages, how would you find answers? Here it allows me to search messages, they have FAQs, or I can write another email asking for more information on what I did not understand.

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Messages - 5-10 minutes

• What can you do on this page?

• 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?

• 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?

• 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?

Post-Task Interview - 2 minutes

• What are your thoughts about what we looked at today? Wrapping it all up I think this demo will be very useful. I do think you are doing a nice job. If I were to log into a website like this and have all this information, I would be very satisfied. It shows me everything I need in one place. I would click on refill all eligible prescriptions.

• Would you click on that because it would be less steps? Yes.

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

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? The President of our local BVA. He is very active in his healthcare and is also legally blind. He is involved in other agencies. 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!