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? Yeah, that is okay.

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? Yeah. It is a 50/50 thing. I have healthcare through the VA, but I am not completely satisfied with the health care. I interact with them in person because most of my interactions over the phone have not been great. They told me I had cancer over the phone.

• Have you interacted with your healthcare online? I have tried to see certain reports online and send messages but that has been recent. Everything else is a work in progress.

• What do you use the messaging for? To talk to my providers

• How could we make it easier to use the messaging? Make finding the providers easier online. Unless I have them call them to send me a message, I have to send it directly to the department.

• Do you have other benefits through the VA? How do you manage your benefits? How would you like to manage your benefits? That is pretty much it. Everything else I find I don’t understand.

• What are you finding that you don’t understand? If you read a report most of them are about markers and other big words that you may not understand, so I just go directly to my provider to explain to me.

• 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?

• 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? I probably wouldn’t because I wouldn’t remember what it was. I would try to call, then stay on hold waiting for someone to answer.

• What would you ask? Who is the email from, what were the details, and have them explain it to me.

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? Welcome to my HealtheVet, scrolls and starts reading all the headers.

• What website is this? It looks like Myhealthevet, Va.gov?

• Where do you think the information, you're seeing is coming from? This is from the old website. The first screen was your sign in and once you sign in it has all your information.

• What are you able to do from this page? Refills, track your appointments, send messages, request appointments, access your medical records, apply for healthcare, and apply for disability benefits.

• What do you think of the information you are seeing? I think this would be great if you could do this because right now you have to go to 3 different pages.

• How would you sign in? On the top it says sign in.

• Tell me what you are saying. I am looking at appointments, lab results, covid 19 results, everything is in one place, and it makes it easier. Everything is right up front, and you don’t have to search for anything. It is all right here.

• 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? If you are 100% rating, you should be able to apply for life insurances.

• 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? Go to medical records, 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? Medication inquiry. I would go to pharmacy and click on view all in 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? Go to messages. 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? View all appointments.

Medical Records - 5-10 minutes

• What are you seeing here? What would you come here to do? Latest reports. I would go to download blue button reports. Oh no I see it. Medical images and reports, is that where I would go?

• What do you think? I would think so.

• Have you downloaded your blue button before? Yes, it is a lot.

• Have you download things like that from outside VA systems? Yes.

• When you are confused what do you normally do? I just go through and keep looking until I find what I am looking for.

• Your doctor has asked you to record how much you walk these days; how would you do that from here? How would you track it if you don’t have a watch or a Fitbit? Would they give that to you?

• That is a good question, how would you expect to put that information? Add and track your health information. It says you can connect your wearable device.

• How would you check your most recent lab results? VA labs and tests. It says see your labs and your tests.

• 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? I would go to digital download and save it to a thumb drive. The blue button report.

• 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.

• 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? Get your whole health summary, your bloodwork, all your medical reports on this page.

• What is the difference between blue button and health summary? Well blue button is your whole history. Blue button should be your whole report and the health summary should be a summary of your health.

• 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?

• Say you have questions on information on this page, how would you find the answers? On the bottom it states there is a FAQ page. I would go there.

• How would you go back to the first page we looked at? I would either hit back or go to menu.

Pharmacy - 5-10 minutes

• What can you do from here? Which medications I can view online, which ones I can refill, and what tracking of all my medications. Telling me if I need to add medication or if I need to report any side effects. Basic and I understand it.

• 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? Through the mail system.

• How many medications can you refill right now, based on what you see here? I would just click on refill button.

• Can you click on the refill button, and what would you expect to see? That I would be able to refill it.

• Why aren’t you able to refill some medications? What does Renew mean here? What would you expect to happen if you clicked that? It does not give you the option to. One is already in progress, one is in transit, and one is not available for refill.

• What does in progress mean? It is still be processed. Meaning the medication in the system or in process of being filled.

• What about in transit? That it is in the mail.

• How do you think you can track it? I click on track prescription.

• When the renew button becomes available what would that look like? Just like the other refill button.

• What about outside provider medication, what does that mean? It means medication that I got from an outside provider.

• When would you add a medication? If I received medication from an outside provider.

• What else would you like to see on this page? Medication I have been on in the past so I can track what I have been on.

• 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? I see all my appointments.

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

• How would you make an appointment with your doctor? Go to start scheduling. A list of my providers and calendar is what I would expect to pull up after clicking that.

• (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? No clue unless it says it in detail, and they have the paperwork there to download.

• Let's say you wanted to sort the appointments you see here, how would you do that? I would go to pending or past and click on one of those.

• What would you expect to see if you clicked on those? My past appointments and pending future appointments.

• Say you wanted more information on your December appointment, how would you do that? I would click on the December appointment to get more details on that certain appointment, or if I have labs to get done before having the appointments.

• What other things can you do on this page? What's missing from this page? Get contact numbers, learn how to use the appointment tools.

• What does pre check in mean to you? Let them know you are coming. This way if you are late, they know you are on the way.

• What else would be helpful to see here? Just in details if you have labs you need to get done.

• What does the link above this section do? What link above?

• The link that says my health. It goes back to the main page.

• Is that what you would expect? Yes.

• 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 says to compose messages and search messages.

• How would you use those? I would hit compose message and search for the provider I am trying to write.

• When would you use search message? If I was looking for a certain message. I would look under different keywords.

• 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? Go to most recent or go to settings and set a time frame of when I want to see. Maybe go to message tools.

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

• If you had questions about your messages, how would you find answers? Click on in this section. I guess go to FAQ for messages.

• How many unread messages do you have? It looks like 3

• How would you read them? Click on it.

• 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? If this works, it is a lot better than what we have been working with.

• In what ways? It would be easier to access your information faster.

• Where would you be able to access this page? VA.gov or an app.

• Why would you expect VA.gov? Because that is what it says on top. Is this going to be a website or an app?

• Which would you prefer? An app because it is easier to find. I would not need to save a website. I could save different things on the app that I could pull up for different providers if they have questions if they are not within the VA system.

• Any other things that would be good for us to know? If this happens you have to ensure this site does not crash because once it starts a lot of Veterans will be using it.

• What are the 3 websites you have to view currently? VA.gov, Myhealthevet, Ebenefits, and military.com. There are too many websites that you can go to, and it can get confusing.

• Any other thoughts you have? No. Also be able to apply life insurance under benefits because that is another beast. Also, Tricare for those who have Tricare as well. My children are on Tricare, and I can just view everything because that would be helpful.

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!