**Medical Records Design Handoff**

**General**

* [**Source of Truth**](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=65-17315)
* [**User Flows**](https://app.mural.co/t/departmentofveteransaffairs9999/m/departmentofveteransaffairs9999/1697564531717/02419d1e33073aa068cd4fbad35816f974231159)

**Landing page updates**

* **Description**: Update the Medical Records landing page with both a reordering of domains and breaking out Radiology/Medical images results into its own section for easier findability.
* **Status**: This has gone through two rounds of feedback with Marci and Robyn. Robyn will determine usability testing plans ([Slack thread](https://dsva.slack.com/archives/C058VE0K55M/p1750880177796329))
* [**Figma link**](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=20641-54526&t=3SE79VrTJ7pjvaa4-1)
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-72474)
* **Historical context**: In an earlier call with MR UX Designers (Lexi and Rianna) and OCTO folks (Thursday’s “MR: Design & Research Collaboration” calls), Robyn asked for a redesigned landing page in Medical Records to better represent the popularity of certain domains over others. She based this on Datadog information. Our previous landing page design was also based on popularity of various domains.

**Notifications**

* **Description**:
  + When a Veteran requests images, they are only available for 3 days. We notify them when the images are ready to view, but then they have no indication/warning when they are near expiration. Since this is a relatively small window, this could cause frustration and confusion if the images expire before they get a chance to view and download.
  + These designs will add UI notifications when images are expiring within 24 hours, as well as email messaging with the same information.
  + By creating additional notifications via alerts and emails that the images they requested won’t be stored for much longer, we can better ensure Veterans view their images in a timely way and are aware of their expiration.
* **Status**: This has gone through several rounds of feedback in the Thursday Collab calls, and Lexi and Rianna have had a few conversations with developers as well – any relevant notes are in the Figma canvas. The content was also finalized by the content team. This work has not been handed off to developers.
* [**Figma link**](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=20785-64196&t=PFWJQYf0NiQ6PTIH-1) **(design intent – most current)**
* [**Figma link**](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=15461-67238&t=PFWJQYf0NiQ6PTIH-1) **(exploration – with previous drafts and comments)**
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-72469)
* **Historical context**: The success alert (“Images ready”) and success email re images ready are already in production, but this design does update the designs by adding in “Available until...” content. Please note that there was a discussion across teams in the Thursday “MHV on VA.gov Portal UX Standardization sync” on whether or not the links should be bolded in the alert.
  + The “expiring soon” alert and email are new designs.

**Load time UX enhancements**

* **Description**: Some pages within Medical Records can take a while to load (up to 50-ish seconds, albeit rarely) so considering updated loading designs may decrease frustration and confusion for Veterans.
* **Status**: This is still in preliminary designs.
* [**Figma link**](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=20806-67977&t=3SE79VrTJ7pjvaa4-1)
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-70168)
* **Historical context**: Mike Moyer put in a new measurement in Datadog (I think sometime in June 2025) called Load Time Distribution to ensure we are monitoring load time moving forward. The developers have done work on the back end to decrease load times across various APIs.

**Data visualizations**

* **Description**: Veterans want to have a better understanding of what their lab and test results mean. Including data visualization provides information in an easily digestible way, such as where their result falls within the reference range. Since this is an entirely new design feature, the scope will be limited to only Lab and test results – Chemistry and hematology.
* **Status**: This has gone through several rounds of feedback in the Thursday Collab calls, and Lexi and Rianna have had a few conversations with developers as well – any relevant notes are in the Figma canvas. This also went through preliminary accessibility reviews with Bobby. Designs were given to SMEs via email and are awaiting feedback.
* [**Figma link**](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=20370-47008&t=3SE79VrTJ7pjvaa4-1)
  + [Design intent Figma link](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=20903-79523&t=Ddyw3uMvZbLLvEf5-1) (not done)
* [**Jira ticket**](https://jira.devops.va.gov/browse/MHV-72473)
* **Historical context**: We currently do not have any data visualizations in MR, so this will be a new design. Please note that to be accessible, these visualizations will not be read by a screen reader because they are just a representation of what is already written in the results.

**Health literacy**

* **Description**: Research has shown that Veterans do not always understand what their results mean in different domains. This resulted in a variety of design iterations for potential solutions, including explaining acronyms and linking out to further clinical information. It also resulted in data visualization designs, which is referenced above.
  + Based on previous conversations with the MR research team, developers, and other team members from the MR Design & Research collaboration calls, we need to determine if this ticket will be narrowed to show the spelled out version of the most common lab and test results (ex: "HGB" -> "Hemoglobin (HGB)")
  + If providing WebMD clinical content (such as what is provided in Medications) is a viable option, then additional work will be needed to determine user flows and placement of clinical content on all relevant pages.
* **Status**: Designs were started but technical exploration is needed.
* **Figma links**
  + [Health literacy](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=16683-62572&t=YeHaP9e5fz9ziOYI-1)
  + [Adding clinical content](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=15867-36610&t=YeHaP9e5fz9ziOYI-1)
* **Jira tickets**:
  + [Health literacy](https://jira.devops.va.gov/browse/MHV-70166?filter=-1)
  + [Clinical content](https://jira.devops.va.gov/browse/MHV-69090?filter=-1)
* **Historical context**: More research and technical exploration is needed.

**Overall audit improvements**

* **Description**: In doing a UCD audit, we found additional work that was needed in order to match our Figma designs and ensure accessibility.
  + [Audit link](https://app.mural.co/t/departmentofveteransaffairs9999/m/departmentofveteransaffairs9999/1685987646356/dde9adf5fd24b6e5d2431a77cb13ea15bf4b6cab?wid=0-1745854228421)
* **Status**: Done; tickets created for dev backlog
* **Jira tickets for development**:
  + #1 <https://jira.devops.va.gov/browse/MHV-72695>#2 <https://jira.devops.va.gov/browse/MHV-72696>#3 <https://jira.devops.va.gov/browse/MHV-72697>#4 <https://jira.devops.va.gov/browse/MHV-72698>#5 <https://jira.devops.va.gov/browse/MHV-72699>#6 <https://jira.devops.va.gov/browse/MHV-72700>#7 <https://jira.devops.va.gov/browse/MHV-72702>#8 <https://jira.devops.va.gov/browse/MHV-72703>#9 <https://jira.devops.va.gov/browse/MHV-72704>#10 <https://jira.devops.va.gov/browse/MHV-72705>#11 <https://jira.devops.va.gov/browse/MHV-72707>

**PDF and TXT improvements**

* **Description**: The goal of this work was to ensure that both PDF and TXT files were accessible and easily scannable, but also cut down on the amount of paper needed when printing these documents.
  + TXT files are often forgotten about when making PDF updates, so making the TXT file accessible and match the content of the PDF versions was important. Please remember TXT files when making future improvements!
  + When making updates to content and IA within Medical Records, this often has a cascading effect to PDF and TXT files. For example, if the intro content explaining what is included in “Vaccines” is updated on the UI, that will also need to be true for the PDF and TXT versions of that page. The “Landing page” designs at the top of this file showcase that.
* **Status**: This work has not yet been handed off to developers.
* [Figma link for PDF improvements](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=20415-45574&t=YeHaP9e5fz9ziOYI-1)
* [Figma link for PDF and TXT improvements](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=19518-7983&t=YeHaP9e5fz9ziOYI-1) (related to previous audit findings):

**Sorting and filtering**

* This has gone through a design intent and a midpoint review, but it will need to have a staging review once it’s been fully built on the developer side.
  + [Link to midpoint review designs](https://www.figma.com/design/SGP1z2LejUWqDZyT61po5J/Medical-Records---Phase-1?node-id=15735-142991&t=2a34PUQ6iXFcYuLG-1)
  + Then, the Milestone 2 Source of Truth will need to be updated in Figma to include the filtering and sorting designs.

**Backlog/Future Ideas**

* Oracle health integration
* Settings page enhancements – research suggests that the content is confusing. That content was written by Laura Willwerth with direction from Peggy Pugh in the privacy office.
* Exit modal for leaving form flow (pending portal standardization)
* Update sort component to put the label to the left of the select (pending experimental design process)
* Notifications when new lab results or care summaries and notes are posted (this isn’t currently possible – extensive back end work would be required)
* [Add AVS to care summaries and notes](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=15826-147754&t=3SE79VrTJ7pjvaa4-1)
  + [Slack thread](https://dsva.slack.com/archives/C058VE0K55M/p1740668779783479) where Kaitlin deprioritized this effort
* [Allow Veterans to view medical images in a larger format](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=16801-37102&t=3SE79VrTJ7pjvaa4-1). Currently they can only view thumbnails. This work was started but was deprioritized.
* [Using patient friendly locations, and also perhaps filtering by them](https://www.figma.com/design/SGP1z2LejUWqDZyT61po5J?node-id=15318-62121#1114498669)
* [Filter Notes by specialty](https://www.figma.com/design/SGP1z2LejUWqDZyT61po5J?node-id=15364-65061#1116254309): A future enhancement might be to filter by specialty (primary care, cardiology, etc.).
* Don’t show the self-entered health information report download link if there are no self entered reports.
  + **From Mike Moyer:** It is possible, but the only way to know at this stage if the user has self-entered records would be to pull all of the records from the backend, as if we were generating the full report. During this time, we would have to show a spinner. Because it's potentially so much data, this takes longer than other spinners in the app, so a user could potentially be waiting a long time before they even get the option to generate the Self-Entered report.
* Adding print and download option to all individual domains. ([Slack thread](https://dsva.slack.com/archives/C058VE0K55M/p1708650505074909))
* [Consider adding filters/sorting to all domains](https://www.figma.com/design/gGU9oX4QVqbYdxzXfTqTEj/Medical-Records---Milestone-2?node-id=16365-226482&t=3SE79VrTJ7pjvaa4-1)
* Consider allowing print/download of all domain list pages
* Explore adding bookmarks to the Blue Button PDFs.
* Consider expanding data visualizations to review data over time (lab and test results and vitals).