**Participant 2**

[Facilitator] 10:24:29

So Jenny, if you wouldn't mind just have it on camera and introducing yourself briefly.

[Jenny Wang] 10:24:35

Yeah, hi Barb. My name is Jenny. I'm a designer and a researcher for VA.

[Participant 2] 10:24:37

Hi.

[Jenny Wang] 10:24:43

Gov.

[Participant 2] 10:24:44

Okay.

[Facilitator] 10:24:46

Cara, do you wanna introduce yourself?

[Cara Frissell] 10:24:47

Yes. Hi there, I'm Kara. I'm a researcher with va.com.

[Cara Frissell] 10:24:53

And I'm so good to be with you today.

[Participant 2] 10:24:54

Okay.

[Participant 2] 10:24:57

Me too.

[Facilitator] 10:24:59

So they're gonna be taking notes about what you say to make sure that we don't forget anything or accidentally misrepresent anything.

[Facilitator] 10:25:10

And I was wondering if it would also be possible for us to record the screen and audio as we talked today.

[Facilitator] 10:25:19

Just so you know we use the recording to confirm that we captured your opinions accurately. We do destroy all the recordings once the study's done.

[Facilitator] 10:25:30

And, when we can report out like what people, what we heard from people, what we learned, we're talking to about 30 veterans.

[Facilitator] 10:25:38

We report them kind of as a group. You know, like 15 people said this and if you know for example we were to like quote you directly it would there'd be no identifying information.

[Facilitator] 10:25:48

We actually don't have any identifying information about you. It would just be like participant 2. Is that all right?

[Participant 2] 10:25:52

Okay. That's all right.

[Facilitator] 10:25:55

Thank you. I'm gonna start recording.

[Facilitator] 10:26:03

Okay, just to confirm, are you comfortable if I record the screen and audio as we talk today?

[Participant 2] 10:26:09

Yes.

[Facilitator] 10:26:10

Thank you. Alright, so, what kind of a device are you on today?

[Participant 2] 10:26:18

A smart smartphone, 14.

[Facilitator] 10:26:23

And, what benefits other than healthcare, if any, do you receive from the VA?

[Participant 2] 10:26:35

I get my mental health.

[Participant 2] 10:26:38

Through VA.

[Participant 2] 10:26:42

Oh my medical.

[Participant 2] 10:26:45

Medical goes through the VA.

[Facilitator] 10:26:49

Do you receive any disability or pension or things like that?

[Participant 2] 10:26:53

Yeah.

[Facilitator] 10:26:55

Thank you.

[Facilitator] 10:26:58

So to start off, I'd like to ask you to share your screen so that I can see how you navigate the site.

[Facilitator] 10:27:07

And on an iPhone. Usually there's a row of buttons at the bottom of the zoom application.

[Facilitator] 10:27:16

So if you kind of, like tap the screen. Buttons should show up and there's a usually a green one that says share.

[Facilitator] 10:27:29

I think you might have, muted yourself by

[Facilitator] 10:27:39

Yeah, your background speaker. Are you, is this

[Participant 2] 10:27:41

100. I don't see it.

[Facilitator] 10:27:44

Okay. If you, so if you tap, can you tell me what you see?

[Participant 2] 10:27:51

So I see 3. 3 circles at the bottom and then the line.

[Facilitator] 10:27:57

Okay, would you tap the line the like dot dot dot?

[Participant 2] 10:28:02

That's when I go to. Oh. 1 min.

[Participant 2] 10:28:13

I mean.

[Participant 2] 10:28:18

I see.

[Participant 2] 10:28:23

Mute, start video. Participant. Reset.

[Facilitator] 10:28:30

You start. I'm sorry, was it start video? Oh, that's probably for your video sharing.

[Facilitator] 10:28:39

What else did you see?

[Participant 2] 10:28:40

Bye.

[Participant 2] 10:28:48

Start video, participants. Chat. And there's one last one.

[Facilitator] 10:28:57

They're now, that is the area where the share would be. Do you see anything that says share?

[Participant 2] 10:29:01

Okay.

[Participant 2] 10:29:24

Hold on.

[Participant 2] 10:29:42

I can't give.

[Participant 2] 10:29:59

I can't get to them.

[Facilitator] 10:30:02

Can you tell me? What's happening when you

[Participant 2] 10:30:04

Oh there. This is, React. So I see mute.

[Facilitator] 10:30:08

Yeah.

[Participant 2] 10:30:12

That's gonna lie again.

[Facilitator] 10:30:15

See reactions you see mute you see video

[Participant 2] 10:30:20

Part participants.

[Facilitator] 10:30:24

Thank you.

[Participant 2] 10:30:25

That. Do they use chat? No.

[Facilitator] 10:30:31

Sure. I wonder if you were to turn your phone on the side so that more options showed up at the bottom if you might be able to see more.

[Participant 2] 10:30:38

Okay.

[Participant 2] 10:30:45

Here is.

[Participant 2] 10:30:49

Nothing. It doesn't allow me to.

[Facilitator] 10:30:52

It doesn't adjust.

[Facilitator] 10:31:05

Interesting. That is definitely where the share. Yeah.

[Participant 2] 10:31:20

Oh, Evan. I see you share. It was. Screen.

[Facilitator] 10:31:26

Yes. Does it say screen? Okay, I'm so sorry.

[Participant 2] 10:31:29

Yes. No, it's it's a chair, but it was over. That I couldn't see it.

[Facilitator] 10:31:36

Nice. Okay. Okay, thank you. Alright.

[Participant 2] 10:31:43

No.

[Facilitator] 10:31:43

So now I am going. To share with you. The. Link.

[Facilitator] 10:31:52

To our Oh, I can find it.

[Facilitator] 10:32:00

The link address. I'm gonna send it in a chat which Usually it pops up at the bottom.

[Facilitator] 10:32:08

So if you put your thumb, I get rid of the, I would say touch your screen anywhere around.

[Facilitator] 10:32:15

Like it's saying like screen broadcast that little like, square thing. If you could touch below that, there we go.

[Participant 2] 10:32:19

Okay.

[Facilitator] 10:32:22

Touch your phone at the bottom towards the bottom.

[Participant 2] 10:32:24

Okay.

[Facilitator] 10:32:26

Let's see. There we go. Do you see the chat with the one next to it? Okay, click that.

[Participant 2] 10:32:30

Yeah.

[Facilitator] 10:32:33

There we go. And then click that link.

[Facilitator] 10:32:37

Thank you. Thank you for your patience. This is always kind of one of the most stressful parts.

[Facilitator] 10:32:44

Okay.

[Participant 2] 10:32:47

There we go.

[Participant 2] 10:33:15

Okay.

[Facilitator] 10:33:16

Alright, thank you. Alright, so. Let's imagine that you recently had to visit a specialist to talk about a chronic condition. And you wanna review what was decided about the next steps of your care. Like you talked with your doctor, you remember part of it, but you wanna see like they tend to write down what came out of it and they're saying like this is what the next steps are to take care of you.

[Participant 2] 10:33:45

Okay, scroll down.

[Facilitator] 10:33:48

Yeah, please. I'm using this prototype if you could find that information and What would be helpful is if you told me what you were thinking.

[Participant 2] 10:33:51

Right.

[Facilitator] 10:33:56

So I can understand.

[Participant 2] 10:34:00

I am thinking that I'm trying to see, I don't know if I was. Maybe hit menu.

[Facilitator] 10:34:07

Okay, what would you expect in menu?

[Participant 2] 10:34:11

Oh no.

[Participant 2] 10:34:14

Then I guess I would sign in.

[Facilitator] 10:34:17

And why would you sign in?

[Participant 2] 10:34:20

To the healthy.

[Participant 2] 10:34:23

The healthy part. Oh, there it is.

[Participant 2] 10:34:29

Healthcare. Look!

[Participant 2] 10:34:48

How about VA healthcare?

[Facilitator] 10:34:50

Okay.

[Facilitator] 10:34:54

Feel free to click on it. I don't know if the link works. I'm gonna apologize if it doesn't.

[Participant 2] 10:35:00

No, it does.

[Facilitator] 10:35:01

Okay. Why would you, can you tell me why you would click on that?

[Participant 2] 10:35:07

I didn't know what else to click on.

[Participant 2] 10:35:11

Or healthcare. Oh.

[Participant 2] 10:35:18

It is different from mine.

[Participant 2] 10:35:27

You said that I wanted to talk to the doctor… Or send a note?

[Facilitator] 10:35:30

You wanted to read the notes that your doctor wrote about the next steps in your care.

[Participant 2] 10:35:49

Huh. I've never done that part.

[Facilitator] 10:36:05

You tell me what you're looking for at this point.

[Participant 2] 10:36:08

Something that Says..look at notes.

[Facilitator] 10:36:24

Can you find out what you need?

[Participant 2] 10:36:39

No, I don't.

[Participant 2] 10:36:45

Do you do you all in healthcare?

[Participant 2] 10:36:51

I think I would click on that. Since I can't find anything. No, that's not it.

[Participant 2] 10:36:59

Oh.

[Participant 2] 10:37:09

Somehow I got out.

[Facilitator] 10:37:11

I'm sorry. This is the weirdness with the prototype. So yeah, I'm sorry.

[Facilitator] 10:37:16

Yeah, website that would have worked better.

[Facilitator] 10:37:52

What are you, thinking right now?

[Participant 2] 10:37:55

I'm trying to think where I. Click on last time.

[Participant 2] 10:37:58

You

[Participant 2] 10:38:03

Can you? Oh, there.

[Participant 2] 10:38:11

But I don't know what to click on to see the notes

[Facilitator] 10:38:18

And you said you would click on view all in healthcare, but that link sounds like it's not working.

[Facilitator] 10:38:25

What do you search for, anything?

[Participant 2] 10:38:32

Note.

[Participant 2] 10:38:38

Oh, I'm, I think I'm stuck.

[Facilitator] 10:38:41

We understand. And again, like this is the wonkiness with the prototype. I think I heard you earlier say that.

[Facilitator] 10:38:50

You would sign in.

[Participant 2] 10:38:53

Yes.

[Facilitator] 10:38:54

How would you sign in?

[Participant 2] 10:38:56

The hidden

[Participant 2] 10:39:03

I usually go to my healthy

[Facilitator] 10:39:09

Thank you.

[Facilitator] 10:39:17

So, where are you right now?

[Participant 2] 10:39:25

I

[Facilitator] 10:39:32

Or maybe a better way to ask is, what is What is this page? What do you think this page is?

[Participant 2] 10:39:41

The beginning of my healthy

[Facilitator] 10:39:44

What does that mean?

[Participant 2] 10:39:47

So I should find what I'm looking for here.

Maybe look at review your messages.

[Facilitator] 10:39:57

Okay.

[Participant 2] 10:40:05

Go to inbox.

[Facilitator] 10:40:10

Why would you look for your notes in your inbox?

[Participant 2] 10:40:15

I see it's the doctor. See if the doctor wrote any notes.

[Facilitator] 10:40:21

A lot of times.

[Facilitator] 10:40:30

If you were. To look for your notes. When you look for them in a section. With the appointments or in your medical records.

[Participant 2] 10:40:43

In my medical records.

[Facilitator] 10:40:48

How do you think you might get to your medical records from here?

[Participant 2] 10:40:56

Oh, right there.

[Participant 2] 10:41:03

Oh, hearing summary and notes. Go to your summary and notes.

[Participant 2] 10:41:18

Then go to Primary care after visit summary.

[Facilitator] 10:41:23

What would you expect to find there?

[Participant 2] 10:41:29

Anything that the doctor wrote.

[Facilitator] 10:41:34

How would you access that after visit summary? How would you get in to see what they wrote?

[Participant 2] 10:41:42

Details.

[Participant 2] 10:42:00

And then.

[Participant 2] 10:42:08

They're like.

[Facilitator] 10:42:15

Okay, can you say that again?

[Participant 2] 10:42:18

That I when I look down I see details.

[Participant 2] 10:42:26

But I click try to click on that.

[Participant 2] 10:42:30

That didn't work.

[Participant 2] 10:42:36

But then I don't see.

[Participant 2] 10:42:40

What's the doctor wrote? Oops.

[Participant 2] 10:42:49

Oh yeah. Their treatment plan from this appointment

[Participant 2] 10:42:58

Oops.

[Participant 2] 10:43:07

Then they details. Oh.

[Participant 2] 10:43:23

That I can see.

[Participant 2] 10:43:26

I could see what she wrote.

[Facilitator] 10:43:30

And when you want to be able to kind of access the information about the appointments from this page.

[Facilitator] 10:43:44

And you know, if you were like, oh, I had 4 appointments last week. Which one was this?

[Facilitator] 10:43:51

Would you expect or want? To find the appointment details. From this page.

[Participant 2] 10:44:01

Yeah, because it says after visit summary. The Paul, probably look at the appointment that I knew I had.

[Facilitator] 10:44:13

And by that, does that mean you would? He would look.

[Participant 2] 10:44:18

I would click on that one.

[Facilitator] 10:44:21

Keep, I'm sorry, I didn't see which one you clicked on.

[Participant 2] 10:44:25

Ki go back? No.

[Facilitator] 10:44:28

I don't know. I think so it must have been the kind of like they have like the plus next to it.

[Participant 2] 10:44:36

Yeah, I think so.

[Facilitator] 10:44:38

Thank you.

[Participant 2] 10:44:42

But then.

[Facilitator] 10:44:43

I'm gonna ask you. Right.

[Participant 2] 10:44:51

That's where we were, yeah.

[Participant 2] 10:44:56

Do I go to details? No.

[Facilitator] 10:44:59

What do you think would happen if you clicked on details?

[Participant 2] 10:45:02

It would tell me.

[Participant 2] 10:45:08

What happened at an appointment?

[Facilitator] 10:45:11

Thank you. That's helpful. So I'm gonna ask you to do 2 things more or less at the same time now.

[Facilitator] 10:45:22

So say that you have 2 things that you need to do today. You need to see if you owe any money to the VA.

[Facilitator] 10:45:30

for past health appointments. And you also just wanna check on the status of a disability claim. So check and see if you owe any money to the VA for past health care appointment.

[Facilitator] 10:45:42

And check on a disability claim. Using this website. How would you do that?

[Participant 2] 10:46:04

Not there.

[Facilitator] 10:46:05

What do you, looking for right now?

[Participant 2] 10:46:10

Like billing.

[Participant 2] 10:46:25

Oh, II can't go back. Me.

[Facilitator] 10:46:30

Jenny, we are, we remind me how you can go back using this prototype.

[Participant 2] 10:46:31

Okay.

[Facilitator] 10:46:35

How do you the back button?

[Jenny Wang] 10:46:37

Yes. So if you see the 3 dots on the top right corner.

[Participant 2] 10:46:45

Oh yeah.

[Jenny Wang] 10:46:46

Yeah, click on that. And do here means, you can go back to the page. Your own next.

[Participant 2] 10:46:56

Oh.

[Facilitator] 10:46:59

Thanks, Jenny.

[Participant 2] 10:47:12

Oh, that's where I was at.

[Facilitator] 10:47:25

Looks like you click the menu. What are you looking for there?

[Participant 2] 10:47:30

I guess I would put in billing.

[Facilitator] 10:47:32

Okay, that's helpful to know. I don't think it'll work unfortunately again because this is a prototype.

[Participant 2] 10:47:36

Oh, got it. Okay.

[Facilitator] 10:47:39

But that's helpful to know that that's what you would be looking for.

[Facilitator] 10:47:45

So it sounds like you would look in the menu section. And you would be looking for the words billing.

[Participant 2] 10:47:49

Yeah.

[Participant 2] 10:47:53

Yes.

[Facilitator] 10:47:53

What do you be looking for that to see? So there were 2 things you had to do, whether you owed payments to the VA for past.

[Facilitator] 10:48:02

Health appointments and checking on the status of a disability claim. For looking for billing which of those would that.

[Facilitator] 10:48:10

Bring out.

[Participant 2] 10:48:14

Just the billing records.

[Facilitator] 10:48:20

Would you mind? Scrolling up a little bit. To where it says sign in.

[Participant 2] 10:48:28

Okay.

[Facilitator] 10:48:30

You could click sign in.

[Participant 2] 10:48:36

Then.

[Participant 2] 10:48:40

Oh, to check on disability.

[Facilitator] 10:48:43

Sure.

[Participant 2] 10:48:46

How to click on disability.

[Facilitator] 10:48:49

What would you be looking for at this point? If you're checking on the status of a disability claim.

[Participant 2] 10:48:57

Check your claim or appeal status.

[Facilitator] 10:49:01

Do you mind clicking that?

[Participant 2] 10:49:14

I guess I would have to sign in.

[Participant 2] 10:49:18

Yep. Oh, why?

[Facilitator] 10:49:20

Thank you. You just quote and quote signed in which again like apologies it's the prototype being funky but

[Participant 2] 10:49:27

Oh, okay. I think it is.

[Facilitator] 10:49:29

So you're signed there and there's a fake person right now.

[Participant 2] 10:49:32

Okay, I'm Judy.

[Facilitator] 10:49:34

You Judy.

[Participant 2] 10:49:37

Check. I would track your claim. Or pill on your mobile device.

[Facilitator] 10:49:48

And why would you look for that? Oh, I would.

[Participant 2] 10:49:52

To see what see where the claim was.

[Facilitator] 10:49:58

So that you expect that clicking on that would take you to the status of your claim.

[Participant 2] 10:50:03

Or. Maybe if that didn't work, I would click on your claim. Or pills.

[Facilitator] 10:50:10

Does anything happen when you click on that?

[Participant 2] 10:50:15

No.

[Facilitator] 10:50:17

Would you mind scrolling down? Going down.

[Participant 2] 10:50:24

Oh. To there's the claims that I have in

[Participant 2] 10:50:34

I go to view details.

[Facilitator] 10:50:45

So you found the status of your recent disability claim. How would you go about from here? I'm seeing if you owe any money.

[Facilitator] 10:50:57

To the VA for a past health care appointment.

[Participant 2] 10:50:59

I would see what the one I

[Participant 2] 10:51:02

Attention. You detail.

[Participant 2] 10:51:16

But that wasn't right.

[Participant 2] 10:51:49

I don't know where to go.

[Facilitator] 10:51:54

Go out a little bit.

[Facilitator] 10:51:58

Do you see where it says check your claims and appeals and it's blue and underlined. What do you think that is?

[Participant 2] 10:52:04

Yeah.

[Facilitator] 10:52:06

What is that?

[Participant 2] 10:52:09

That. That's where I went in the beginning. And I thought it would be.

[Participant 2] 10:52:16

Track your claims and a pill on your mobile device. That's when I click on that.

[Facilitator] 10:52:27

And now it says blue, it's home is in blue and underlined. What is, what do you think that?

[Facilitator] 10:52:34

Does. What is that?

[Participant 2] 10:52:44

I'm sorry, you said what was underline?

[Facilitator] 10:52:46

If you go up a little bit. It's a yeah, I'm just curious what.

[Participant 2] 10:52:49

Oh.

[Facilitator] 10:52:53

What, what is that? Can you tell me you describe to me what that thing does? Is or does?

[Participant 2] 10:52:59

That should take me to the beginning of myhealthyvet

[Facilitator] 10:53:05

Would you mind clicking where it says? Well, okay, first things first. You see where it says Judy with a little downward arrow?

[Participant 2] 10:53:12

Yes.

[Facilitator] 10:53:13

What do you think that is?

[Participant 2] 10:53:19

I should take to different places. On the

[Facilitator] 10:53:25

Thank you and by different places. What do you what places would it take you?

[Participant 2] 10:53:30

Sure.

[Participant 2] 10:53:35

I refills. Messages.

[Facilitator] 10:53:45

Would you mind clicking where it says Judy?

[Participant 2] 10:53:49

I did.

[Facilitator] 10:53:51

Oh, you did? Oh, I'm sorry. Okay, why don't you, would you click the home link first?

[Participant 2] 10:53:58

Tom. Oh.

[Facilitator] 10:53:59

Yeah, what says blue? Yep. And now it's making you quote unquote sided again.

[Facilitator] 10:54:05

I'm sorry. Would you mind clicking sign in?

[Participant 2] 10:54:09

That I would go to my healthy

[Facilitator] 10:54:12

Okay. Thank you.

[Participant 2] 10:54:16

Oh, there. My VA, my healthy bets. Profile and China.

[Facilitator] 10:54:23

So if you were to guess, what is my BA?

[Participant 2] 10:54:31

If I had a guess, I would be.

[Participant 2] 10:54:35

So,

[Participant 2] 10:54:39

And to where you can go. The different places on the app.

[Facilitator] 10:54:46

So it, it would be an introduction. And you say the different places you could go what kind of different places do you think that might be?

[Participant 2] 10:54:50

Yeah.

[Participant 2] 10:54:59

If you have a question.

[Participant 2] 10:55:03

About the website.

[Participant 2] 10:55:07

Or if you have a

[Participant 2] 10:55:10

Problem with the website.

[Participant 2] 10:55:15

Anything that's going on with the V.

[Facilitator] 10:55:20

And then my healthy vet, what do you think that? If you were to click on that, what would that bring up?

[Participant 2] 10:55:25

I pharmacy refills messages.

[Participant 2] 10:55:42

I don't know if appointments are in there.

[Facilitator] 10:55:51

And then

[Participant 2] 10:55:51

I usually go for messages and.

[Participant 2] 10:55:58

Pharmacy refills

[Facilitator] 10:56:02

They're really useful.

[Facilitator] 10:56:06

What about profile? What do you think profile? Would bring up.

[Participant 2] 10:56:12

My name and address and Email.

[Facilitator] 10:56:21

Information.

[Participant 2] 10:56:21

I don't know about the security number.

[Participant 2] 10:56:26

Can be the last 4.

[Facilitator] 10:56:29

So information kind of about you.

[Participant 2] 10:56:31

Yes, address.

[Facilitator] 10:56:36

Okay, thank you. So if you would mind kind of looking down, you know, you're technically on what we call the my VA page.

[Facilitator] 10:56:45

Would you mind kind of exploring that a little bit and telling me what you think that page is?

[Participant 2] 10:56:57

It's got. Notification.

[Participant 2] 10:57:05

Oh, there's about the new debt.

[Participant 2] 10:57:10

So I wonder if I need a know about my dad. I would click there. Claims and claims.

[Participant 2] 10:57:17

So this looks like.

[Participant 2] 10:57:24

All the helpful information. You can start looking here. To go to the next step.

[Participant 2] 10:57:33

Like shortcuts.

[Facilitator] 10:57:37

What cuts for what next steps?

[Participant 2] 10:57:41

Like I see refills and track. Prescription where I would have gone to. My healthy bet.

[Participant 2] 10:57:50

Oh, a request. Reimbursement. I have a hard time with that.

[Facilitator] 10:57:59

Very challenging.

[Participant 2] 10:58:04

Yeah, this is Just a overview.

[Participant 2] 10:58:10

Of everything that I need to know.

[Participant 2] 10:58:13

Which is kind of handy.

[Facilitator] 10:58:17

Bye everything you need to know. What is everything that you need to know

[Participant 2] 10:58:21

But Mark. Like notifications just. Healthcare messages. Apartments.

[Participant 2] 10:58:34

Like I would go to. Different areas to click on.

[Participant 2] 10:58:40

I could only, I could click on one page. And it will show me to go.

[Participant 2] 10:58:46

Where I need to go next. Where before I, I'm always guessing.

[Participant 2] 10:58:54

Where to hit?

[Facilitator] 10:59:00

So if you scroll back up. Although the way to the top and then you know you see under Judy my BA which is this page which as you said is kind of shortcuts to all the things we need to do.

[Facilitator] 10:59:14

What would you expect if you clicked on my healthy bet having now seen this page?

[Participant 2] 10:59:21

Have you not seen this page?

[Facilitator] 10:59:23

Having now seen this page.

[Participant 2] 10:59:26

I would say.

[Participant 2] 10:59:37

Wow.

[Participant 2] 10:59:40

I mean everything's on the first page. Unless it's just another way. To get in to different places.

[Participant 2] 10:59:51

I if you didn't know to click on my BA.

[Participant 2] 10:59:57

And you wanna do a refill. Protection. I would find it in my healthy.

[Facilitator] 11:00:05

Do you mind clicking on my healthy vet?

[Facilitator] 11:00:11

Great.

[Participant 2] 11:00:11

So appointments messages.

[Participant 2] 11:00:15

This is kind of nice.

[Facilitator] 11:00:18

When you say that.

[Participant 2] 11:00:20

Everything's in order.

[Participant 2] 11:00:23

Everything is easier to see.

[Facilitator] 11:00:32

Easier than what?

[Participant 2] 11:00:34

The, old one.

[Facilitator] 11:00:38

So how would you describe this page?

[Participant 2] 11:00:46

If I didn't click on the my VA. And I clicked on my healthy bed. I could see.

[Participant 2] 11:00:54

Everything that I need to do. Like appointments, messages. Description. Medical records.

[Participant 2] 11:01:05

Oh. Hey.

[Participant 2] 11:01:11

And medical supplies. Like I did.

[Participant 2] 11:01:19

I don't think I've ever seen medical supplies and equipment.

[Facilitator] 11:01:26

Yeah. If you were to describe. Or if you were to compare this page. With the my BA page.

[Participant 2] 11:01:26

No.

[Facilitator] 11:01:37

What's the difference between those 2 pages?

[Participant 2] 11:01:57

I think VA page shows you more.

[Participant 2] 11:02:03

Like claims and stuff like that.

[Participant 2] 11:02:07

So if I had this. I would go to my VA first.

[Participant 2] 11:02:14

If I couldn't find it in my VA. Yeah, I have to go to my.

[Participant 2] 11:02:20

My healthy benefit. Healthy bad.

[Facilitator] 11:02:26

You couldn't find. If you're gonna find what exactly.

[Participant 2] 11:02:34

Well, everything done.

[Participant 2] 11:02:38

Can I go back to my VA?

[Facilitator] 11:02:41

How would you do that?

[Participant 2] 11:02:45

Hit it at the top left.

[Facilitator] 11:02:46

Okay, you can go back by clicking on the top right side the 3 little

[Participant 2] 11:02:51

Oh.

[Facilitator] 11:02:53

And then unveil.

[Facilitator] 11:02:57

You might have to do it again. Sorry.

[Facilitator] 11:03:08

Are you, I'm gonna point something out to you and you let me know if you saw or did not see this.

[Facilitator] 11:03:13

It says there's the blue. My VA under. Did you, did you see that?

[Participant 2] 11:03:13

Okay.

[Participant 2] 11:03:17

Yes.

[Participant 2] 11:03:21

Yes.

[Facilitator] 11:03:23

What did you think would happen if you clicked on it?

[Participant 2] 11:03:25

It would go back. It would go back a page.

[Facilitator] 11:03:29

Okay, would you mind clicking?

[Participant 2] 11:03:32

Okay.

[Participant 2] 11:03:40

Yeah. The my VA. Shows more like claims and appeals that that I don't.

[Participant 2] 11:03:52

Need.

[Participant 2] 11:03:55

I like the way the request travel reimbursement on there.

[Facilitator] 11:04:02

Why do you like that?

[Participant 2] 11:04:05

I have a hard time with that. This is the BB. Ts.

[Facilitator] 11:04:11

The BFSs or yeah it's kind of We know that that's a quick one.

[Participant 2] 11:04:16

Yeah. I'm I can't play any travel because II get stuck and then I wanna.

[Participant 2] 11:04:25

Go talk to him and I always forget.

[Participant 2] 11:04:30

So hopefully it would be easier.

[Participant 2] 11:04:36

Oh.

[Facilitator] 11:04:42

So if you wanted to. Hey, if you wanted to see if you owed any payments to the VA for a past.

[Facilitator] 11:04:52

Health appointment. How might you do that now that you're more familiar with those 2 pages?

[Participant 2] 11:04:59

Hey, your copay. Bill.

[Participant 2] 11:05:10

No.

[Facilitator] 11:05:14

Why did you say no?

[Participant 2] 11:05:16

Has it done show the day?

[Facilitator] 11:05:19

Okay.

[Participant 2] 11:05:20

That I'm looking for to pay.

[Participant 2] 11:05:25

I wanna go undo it.

[Facilitator] 11:05:26

Can you tell me, can you tell me where you are right now? What is this page?

[Participant 2] 11:05:34

Peggot.

[Participant 2] 11:05:37

That's where you.

[Facilitator] 11:05:37

What do you?

[Facilitator] 11:05:43

What is

[Participant 2] 11:05:45

This is where you. Set up your banking. Information.

[Participant 2] 11:05:53

Or your debit cards, I guess. That's the first step.

[Facilitator] 11:06:00

Is a VA website? Like, is it like, are you still on my healthyvet or VA. Dot com?

[Participant 2] 11:06:14

Looks like a mom. Hey. Go.

[Participant 2] 11:06:21

I don't see my health. My VA or healthy It took me to a

[Facilitator] 11:06:28

What do you think that means?

[Participant 2] 11:06:35

To another. Area.

[Facilitator] 11:06:42

You, feel about that.

[Participant 2] 11:06:51

You would think it would say,

[Participant 2] 11:06:55

You're getting. Move to, are you getting? You're going to be going to another side of the VA.

[Facilitator] 11:07:12

How would you, let's pretend like you filled out this form and paid. How would you get back?

[Facilitator] 11:07:19

To where you were.

[Participant 2] 11:07:26

Very menu. Let me click on menu.

[Facilitator] 11:07:29

I don't know if it's enabled, but that was just kind of helpful to know like what you might do at this point.

[Facilitator] 11:07:37

Let's, would you mind clicking the 1, 2, 3 little dots in the top right corner?

[Participant 2] 11:07:41

Okay.

[Facilitator] 11:07:43

And then let's go press undo.

[Facilitator] 11:07:49

So now we're back. Well.

[Participant 2] 11:07:50

Yes. To the VA. The VA site.

[Facilitator] 11:07:57

So let's imagine that you were recently put on a blood thinner medication. And your doctor ordered blood tests 2 weeks after you started the Mabs.

[Participant 2] 11:08:04

Okay.

[Facilitator] 11:08:09

Just to make sure they're working. Where would you look for the results from those blood tests?

[Participant 2] 11:08:11

Okay.

[Participant 2] 11:08:41

Perfect.

[Participant 2] 11:08:47

How to click. Oh, I'd click on there.

[Facilitator] 11:08:54

What do you do now?

[Participant 2] 11:08:56

I clicked on medical records.

[Participant 2] 11:08:57

You

[Facilitator] 11:08:59

And at this point, how would you find the results from your blood tests?

[Participant 2] 11:09:04

Go to your lab and test results.

[Participant 2] 11:09:13

That I would look at. Details.

[Facilitator] 11:09:22

So let's say.

[Facilitator] 11:09:26

Sorry, I don't do you wanna keep looking around in here?

[Participant 2] 11:09:29

Oh.

[Participant 2] 11:09:34

Okay.

[Facilitator] 11:09:36

Let's say that you're confused by something. You know, you've got a result and you're kind of like this is confusing and I want to ask my doctor about it.

[Facilitator] 11:09:47

How would you get from this page to somewhere where you could contact your doctor?

[Participant 2] 11:10:01

Compose a message.

[Facilitator] 11:10:05

You mind clicking on that?

[Participant 2] 11:10:09

Okay, that I'll go to. To find the doctor.

[Facilitator] 11:10:16

Can you tell me where you think you are now?

[Participant 2] 11:10:20

And compose a message.

[Facilitator] 11:10:22

And where is compose a message?

[Participant 2] 11:10:25

On the my.

[Facilitator] 11:10:29

Okay.

[Facilitator] 11:10:35

So let's say that you have you're gonna go see a specialist. In the ABA hospital that you've never visited before.

[Facilitator] 11:10:44

And you wanna make sure that you know where you're going. How would you find out?

[Facilitator] 11:10:50

The address for where you're going for your next appointment.

[Participant 2] 11:11:11

I would say I would click on in this. Section. Maybe click on that.

[Facilitator] 11:11:16

Click on in this section. Why would you do that?

[Participant 2] 11:11:18

Oh.

[Participant 2] 11:11:21

Just see what other choices I had.

[Participant 2] 11:11:27

I guess. I would go to general.

[Facilitator] 11:11:33

Hi, you'd go to general using.

[Participant 2] 11:11:35

Yes.

[Facilitator] 11:11:38

Would you mind doing that?

[Facilitator] 11:11:46

Yeah.

[Participant 2] 11:11:46

No, it. Then let me click on it.

[Facilitator] 11:11:52

What would you do now?

[Participant 2] 11:12:08

Oh yeah.

[Participant 2] 11:12:12

Get out of that.

[Participant 2] 11:12:17

Go back. Oh.

[Facilitator] 11:12:26

What are you doing right now?

[Participant 2] 11:12:30

Wow. I guess I'd be wondering why the general didn't work.

[Facilitator] 11:12:36

Can you click on something else? I think you maybe did something. I'm not quite sure. I can't see your fingers.

[Participant 2] 11:12:44

Did I go too far?

[Facilitator] 11:12:46

No, no, you're totally fine.

[Facilitator] 11:12:50

Would you mind? So you were actually on the right track with the in the in this section.

[Facilitator] 11:12:58

So would you mind going back up to in this section?

[Facilitator] 11:13:04

Clicking on that and then you can click on appointments. To find out information about your upcoming appointments including you know addresses

[Participant 2] 11:13:05

Okay.

[Participant 2] 11:13:17

Oh.

[Participant 2] 11:13:24

And I would go to detail.

[Facilitator] 11:13:28

Would you mind clicking on details for the primary care with JK Hoffman?

[Participant 2] 11:13:41

No, that's not working.

[Facilitator] 11:13:42

Not working.

[Participant 2] 11:13:44

Oh there.

[Participant 2] 11:13:51

There gave me the address.

[Facilitator] 11:13:54

Thank you. How would you, so now you're in, you found the address. How would you kind of backtrack from here?

[Facilitator] 11:14:04

How would you get back out to that larger appointment section?

[Participant 2] 11:14:10

Back to appointments.

[Facilitator] 11:14:12

Do you mind clicking on them?

[Facilitator] 11:14:17

Yeah, so why did you click on back to appointments?

[Participant 2] 11:14:22

So I can see the other appointments.

[Participant 2] 11:14:25

If I needed.

[Facilitator] 11:14:29

Now you see up at the top. It's a little bit. So you know it says appointments.

[Facilitator] 11:14:35

Start scheduling upcoming past requests. How would, what do you think? What do you think would happen?

[Participant 2] 11:14:40

Oh.

[Facilitator] 11:14:45

Like what is requests? What would happen if you clicked on requests?

[Participant 2] 11:14:49

But I'm looking for. A point. Either find the doctor.

[Participant 2] 11:15:00

Hi, define a doctor because If not, I would be kakananaks. Start scheduling.

[Facilitator] 11:15:09

I'm sorry, can you say that again?

[Participant 2] 11:15:13

I would head requests. Do find a doctor. If not, I would. Head start scheduling.

[Facilitator] 11:15:23

What? Sorry.

[Participant 2] 11:15:24

What's the?

[Participant 2] 11:15:27

With start scheduling it. I would think I have to know who the doctor is.

[Participant 2] 11:15:33

Or the area.

[Facilitator] 11:15:37

So can you tell me what you think the differences between start scheduling and requests?

[Participant 2] 11:15:43

And when you don't know who you You need.

[Facilitator] 11:15:47

Do you think requests is when? You're figuring out who you need or Okay. Thank you, Okay, thank you so much.

[Participant 2] 11:15:51

Yeah, yes.

[Facilitator] 11:16:01

I do, so I have a couple more questions. Are you doing all right on time? I know you joined kind of early.

[Participant 2] 11:16:09

Yeah.

[Facilitator] 11:16:11

Thank you. So now that you're a little bit more familiar with, this website, I'd like to just ask you a couple of questions.

[Facilitator] 11:16:20

Apologies. I have a toddler running into our room right now. Have you heard the term VA priority group before?

[Participant 2] 11:16:30

No.

[Facilitator] 11:16:34

If you were to guess, what do you think VA priority group refers to?

[Participant 2] 11:16:43

To me, it would be, everything you need to know.

[Facilitator] 11:16:52

Everything you need to know about what.

[Participant 2] 11:16:56

Different things on the website.

[Facilitator] 11:17:00

The priority group would be every thing you need to know about the different things on the website. What kind of things are you thinking?

[Participant 2] 11:17:06

Yes.

[Participant 2] 11:17:11

Like, appointments. Of messages, refills. Like them.

[Participant 2] 11:17:22

Where instead of my VA. It would put the other one.

[Facilitator] 11:17:28

Thank you. So I had to look this up. I did not know what a VA priority group was.

[Facilitator] 11:17:36

When a veteran applies for VA healthcare. They get you all get assigned to a group that determines how soon the VA signs them up for health care benefits and how much you all pay towards your cost of care.

[Facilitator] 11:17:51

So it's kind of related to your disability rating. And so your priority group, it could change if your income changes.

[Participant 2] 11:18:01

Okay.

[Facilitator] 11:18:02

Or if your service connected disability gets worse. And you receive a higher disability rating that can kind of change where you are.

[Facilitator] 11:18:10

In terms of what benefits you're eligible for and how much you pay so that's That's what the priority group refers to.

[Facilitator] 11:18:19

So you have a prior you've been like assigned to a priority group. So with that in mind.

[Facilitator] 11:18:26

Where would you expect if you were like, I need to figure out what might be a priority group is because I think it needs to change because maybe my disability rating has changed.

[Facilitator] 11:18:37

Where would you expect to find that information on this website?

[Participant 2] 11:18:44

I'd go back to my V.

[Facilitator] 11:18:47

To be on my VA. And, can you tell me why?

[Participant 2] 11:18:52

With. My healthy

[Participant 2] 11:18:57

To BM means everything that.

[Participant 2] 11:19:01

Everything you should already know.

[Participant 2] 11:19:08

It was with my VA. Is a place where If I don't.

[Participant 2] 11:19:17

I don't if I don't have any assigned.

[Participant 2] 11:19:24

Information that I would go to my VA.

[Facilitator] 11:19:32

When did you expect that? If you were to click on, click on where it says back to my healthy bat at the top of your screen.

[Participant 2] 11:19:43

Yeah.

[Facilitator] 11:19:44

If it were on this page, if they decided to put your VA priority group on this page where Where do you think that should be?

[Facilitator] 11:19:53

Where would you tell them to put it?

[Participant 2] 11:20:00

Well, I would say.

[Participant 2] 11:20:09

After medical supplies and equipment.

[Facilitator] 11:20:15

Why is that?

[Participant 2] 11:20:16

I would say most people.

[Participant 2] 11:20:21

Already on my

[Participant 2] 11:20:28

And if you put it first.

[Participant 2] 11:20:35

A lot more. II think it just should go at the end.

[Facilitator] 11:20:44

Feel like it makes more sense at the end.

[Participant 2] 11:20:47

Yeah.

[Facilitator] 11:20:51

Is that because it doesn't seem kind of like important enough to put at the top or just the or it doesn't fit into the other boxes or

[Participant 2] 11:21:00

It doesn't fit into the other boxes.

[Facilitator] 11:21:09

Alright, thank you. Those are all the questions that I have for you. Is there anything we have?

[Participant 2] 11:21:15

I would I would put it under My VA health benefits.

[Facilitator] 11:21:16

I'm sorry.

[Facilitator] 11:21:20

Okay, can you tell me why?

[Participant 2] 11:21:25

Cause you really don't need a box. You need a. A website that tells you all that information.

[Facilitator] 11:21:36

Is that important enough for a box?

[Facilitator] 11:21:40

It can just be listed under with the other ones.

[Participant 2] 11:21:42

Yeah.

[Facilitator] 11:21:47

Yeah.

[Facilitator] 11:21:50

I don't have any other questions for you. Karen, Jenny, do you have any questions you would like to ask at this point.

[Cara Frissell] 11:22:01

I'm good.

[Participant 2] 11:22:01

I can't wait to see you.

[Jenny Wang] 11:22:01

No.

[Facilitator] 11:22:07

Is there anything that we didn't ask you, Participant, that you think we should have?

[Facilitator] 11:22:15

Or anything else you'd like us to know.

[Participant 2] 11:22:19

Do something about the travel pay.

[Facilitator] 11:22:22

Yeah, they are currently working on fixing it and trying to make it. We yeah, I know it's like a real 10 point, I'm sorry for that.

[Facilitator] 11:22:33

They're trying to roll something out kind of as soon as possible. Hopefully it will be an improvement.

[Participant 2] 11:22:36

Okay. Okay.

[Participant 2] 11:22:42

No, everything looks really good.

[Participant 2] 11:22:48

Like I wouldn't have no. Problem finding where I need to go.

[Facilitator] 11:22:56

Thank you.