**Participant 7**

[Facilitator] 10:24:10

Alright, looks like. Jenny's connected. Jenny, Keri, you guys wanna hop on real quick and introduce yourselves.

[Jenny Wang] 10:24:20

Hi Participant 7, I'm Jenny working with Robin. On this project and I might designer or researcher and thank you for taking your time out of your day to talk to us.

[Participant 7] 10:24:34

Happy to do it. Nice to meet you.

[Cara Frissell] 10:24:37

Hi Participant 7, I'm Kara. I'm a researcher with the VA and I'm also working with Robin on this project.

[Cara Frissell] 10:24:44

So thank you so much for your time. I am really excited to hear from you today.

[Participant 7] 10:24:47

Happy to do it and happy to meet you.

[Facilitator] 10:24:51

Alright, and so we have another person who might join later. Or might not and when they come on I'll just have them introduce themselves too.

[Facilitator] 10:24:59

So lastly, Are you comfortable if I record the screen and audio as we talk today? Thank you.

[Participant 7] 10:25:05

Hi.

[Facilitator] 10:25:08

We just let you know we keep the recordings to capture your opinions accurately when you take notes, but it's just helpful to be able to review.

[Facilitator] 10:25:16

We destroy them when we're done with analysis. And when we report out findings, we like group things, you know, like 5 out of 10 participants said this.

[Facilitator] 10:25:26

If we do quote you, we take away any identifying information and like assign you an I like code, you know, like P 7 or something like that.

[Participant 7] 10:25:33

Gotcha.

[Facilitator] 10:25:35

Thank you so much. I'm going to press record.

[Facilitator] 10:25:42

Alright, and, just to confirm, are you comfortable? If I record my screen and audio as we talk today.

[Participant 7] 10:25:48

I am comfortable with you recording.

[Facilitator] 10:25:51

Thank you, Participant 7. Appreciate it. Alright, so.

[Participant 7] 10:25:55

Oh, hold on one short second.

[Participant 7] 10:26:04

Just wanted to close the door. It'll help me concentrate a little bit better.

[Facilitator] 10:26:08

With you, I'm debating reclosing my window even though the breeze is good, but I have a toddler screaming.

[Participant 7] 10:26:13

Yeah. Take care of it. Got to take care of the babies.

[Facilitator] 10:26:15

Just he has an attitude. It was definitely in his twos. Alright, so.

[Facilitator] 10:26:27

Are you on a computer today? Okay, I just wanted to confirm. And what benefits other than healthcare, if any, do you receive from the Okay, thank you.

[Participant 7] 10:26:30

I am.

[Participant 7] 10:26:39

Well, I did use the mortgage Benefit years ago. I don't need it anymore.

[Participant 7] 10:26:50

Naturally the health benefits that I have. I am already, my wife and I are already scheduled to be buried by the VA.

[Participant 7] 10:27:00

And. I don't think there are any others.

[Facilitator] 10:27:10

Alright, so. I'm gonna ask you to share your screen so we can come see how you navigate the prototype.

[Facilitator] 10:27:18

Do you know how to share your screen?

[Participant 7] 10:27:21

I do not.

[Facilitator] 10:27:24

So if you toggle, yeah, most people don't. It's kind of weird.

[Facilitator] 10:27:29

If you're gonna to toggle a little bit, the menu at the bottom pops up and on my desktop it says Share screen in green with like a box and an arrow pointing out.

[Participant 7] 10:27:39

Yep. Yep, click.

[Facilitator] 10:27:41

The that and then it'll give you options and I think it's share screen. Like it's like the screen one, not the whiteboard, not.

[Facilitator] 10:27:50

The other options.

[Participant 7] 10:27:50

All right, I got desktop one. With a triangle and a, exclamation point.

[Participant 7] 10:27:58

I got a whiteboard. I have an iPhone, iPad, iPhone, I pay cable.

[Participant 7] 10:28:04

So.

[Facilitator] 10:28:05

Probably desktop one would be my guess.

[Participant 7] 10:28:08

Okay, that's blue right now. So hit the share button.

[Facilitator] 10:28:13

Sure button. Let's see what happens.

[Participant 7] 10:28:15

Do I have to hit the share sound and optimize video?

[Facilitator] 10:28:18

I guess so. That's a new Zoom feature that So you're the second participant to ask me that.

[Facilitator] 10:28:23

And I'm like, oh, I didn't know that popped up. That's a fun discovery.

[Participant 7] 10:28:26

Alright, there we go. Allow Zoom to share your screen. 1 Si just lost one other is okay.

[Participant 7] 10:28:38

Security Privacy for your open system preferences it says is that right?

[Facilitator] 10:28:42

If your preferences are set up in a way that like blocks it, then probably. Let's see.

[Participant 7] 10:28:49

Open system. Oh, it just went to my other.

[Participant 7] 10:28:55

There it is. Screen, recording, Cisco Webex, Zoom.

[Facilitator] 10:28:59

So.

[Participant 7] 10:29:00

That's probably what I need to do. And it says privacy security trying to modify your system, use password.

[Participant 7] 10:29:11

I'll use my fingerprint.

[Participant 7] 10:29:15

Zoom may not be able to record the contents of your screen. Until it is quit. I can choose to quit Zoom.

[Participant 7] 10:29:26

Us now or do it on your own later. So I guess I'll click.

[Facilitator] 10:29:31

Yeah, on later, cause I think I'm recording on my end. So I think.

[Participant 7] 10:29:34

Gotcha. Alright, and I guess I just have to go back now.

[Participant 7] 10:29:43

A bit of privacy settings. Do I have to do anything with that? Says it answered file settings and stuff like that.

[Facilitator] 10:29:54

I think it's a if there's like a sharing setting.

[Participant 7] 10:29:58

Am I to you? Like to record this computer screen and audio.

[Participant 7] 10:30:04

That's what you wanna do, right? Open system settings. It says again, alright, I guess we're in business now, are we?

[Facilitator] 10:30:12

Let's see. Let's see what happens.

[Facilitator] 10:30:16

How's always an adventure with Zoom.

[Participant 7] 10:30:18

Yeah.

[Facilitator] 10:30:22

Is anything happening on your end?

[Participant 7] 10:30:24

Nope, I see you and I see me, but that's it.

[Facilitator] 10:30:27

Alright, let's go back down to the share screen.

[Participant 7] 10:30:32

There's a record button. Oh, share screen. Click on that again.

[Participant 7] 10:30:38

Alright, there you are.

[Participant 7] 10:30:43

I see my mail. In boxes, Safari post attendee. Zoom.

[Facilitator] 10:30:53

Let's try Safari. See what happens when you click on Safari.

[Participant 7] 10:30:59

Let's see.

[Facilitator] 10:31:01

Hey, there we go. And business. That is totally fine.

[Participant 7] 10:31:03

Okay, good. I don't see myself as more, but I guess that's okay, right?

[Facilitator] 10:31:10

Let me now. Next I'm gonna send you in the chat. A copy to the link that I would like you to click on.

[Participant 7] 10:31:18

Alright.

[Facilitator] 10:31:20

Let's see. Oops, why am I?

[Facilitator] 10:31:25

That's meeting. Okay. Alright, did you see a chat pop up at the bottom of your Zoom screen.

[Participant 7] 10:31:33

It is a little picture of a guy and then it says at the top chat with a red number one.

[Facilitator] 10:31:39

Yes, click on that please.

[Participant 7] 10:31:42

Alright, now I gotta go to the link I suppose, right?

[Facilitator] 10:31:46

If you click on the link. Which there we go.

[Participant 7] 10:31:52

Alright.

[Facilitator] 10:31:53

Oh, okay, this is interesting. There's a I have someone who's in the waiting room.

[Facilitator] 10:31:59

Do you mind if I let them in? Thanks, Participant 7.

[Participant 7] 10:32:00

Please do.

[Facilitator] 10:32:10

Oh, right. Hey, Ade, we're on right now with Participant 7. We're starting up the session.

[Facilitator] 10:32:18

I don't while the prototype is loading, do you wanna hop on your camera? And unmute yourself and kinda quickly introduce yourself to Participant 7.

[Ade] 10:32:28

Yes. Hi Participant 7, I'm Addie and one of the, researchers here. Happy to be on.

[Participant 7] 10:32:36

Nice to meet you.

[Ade] 10:32:37

Yeah.

[Facilitator] 10:32:41

Sounds good. Alright.

[Participant 7] 10:32:41

So should I, minimize this meeting chat thing that I opened up? So I could see the thing that you sent me behind.

[Facilitator] 10:32:49

Yes, please. All I can see is. The prototype right now so please yeah feel free to remove that chat you don't need it anymore

**—--- now screensharing—--**

[Participant 7] 10:33:00

Here we are. Okay.

[Facilitator] 10:33:03

Okay, wonderful. Okay, so we're in business now. Let's imagine that you recently had to visit a specialist.

[Facilitator] 10:33:12

To talk about a chronic condition. You wanna review what was decided for the next steps in your care.

[Facilitator] 10:33:20

So using this prototype, where would you go to find that information?

[Participant 7] 10:33:26

If I didn't, well first I guess I would go to sign in. If I think I have an account with my account forward over

[Facilitator] 10:33:36

It's a prototype. So if you click sign in, then you can just kinda click.

[Facilitator] 10:33:40

Any of it and it'll sign you in.

[Participant 7] 10:33:40

Yeah, but if this was active, that's where I, if I didn't know anything else, that's where I would, if I didn't know anything else, that's where I would go and sign in using, ID dot me.

[Facilitator] 10:33:51

Okay, why would you sign in first?

[Participant 7] 10:33:56

I, because most of the time when I do anything like this with anybody. If you start clicking around the page, it'll say, create an account or.

[Participant 7] 10:34:06

Or sign in and I know right now that I already have an account so that's why I would go to sign in

[Facilitator] 10:34:15

Thank you. Please click sign in.

[Facilitator] 10:34:21

Then you can just click ID. Dot me. It won't prompt you personally to sign in, but it'll.

[Participant 7] 10:34:24

Very soon.

[Facilitator] 10:34:27

Thank you.

[Participant 7] 10:34:28

Yeah, so this is very familiar to me. And should I just tell you what I think as we're going along?

[Facilitator] 10:34:33

Yes, please.

[Participant 7] 10:34:33

Alright, so this is very familiar to me. And I find it at least on the computer, cause I usually do it with my phone.

[Participant 7] 10:34:42

Easier. Usually the old way or the current way it shows you a whole bunch of options but that's the healthy vet thing so yeah so I would go to ID dot me

[Participant 7] 10:34:56

And I just clicked on it.

[Facilitator] 10:34:59

And so if yeah, if this were a real sign-in experience, you would have signed in and it would have taken you to this page.

[Participant 7] 10:35:06

Right.

[Facilitator] 10:35:09

So where would you go at this point?

[Participant 7] 10:35:12

So depending on what I. I'm, I'm gonna look at this. As a real thing that I do.

[Facilitator] 10:35:19

Thank you.

[Participant 7] 10:35:23

Usually what I'm looking for more than anything else is. To find out and verify my appointments if I have any prescriptions to refill.

[Participant 7] 10:35:40

And those are the only things one time I did go on looking at medical records and test results because I got scared of them.

[Participant 7] 10:35:49

Of an email that I got. So I, depending on what I'm doing right now, I would usually it's prescriptions I would go to refill and track.

[Participant 7] 10:35:59

Your prescriptions

[Participant 7] 10:36:02

That's what I use the most. That and following up on when my appointments are.

[Participant 7] 10:36:08

Do you want to?

[Facilitator] 10:36:08

That makes sense. So under, let's say that you wanted to just review. Kind of what your doctor had written out for the next steps in your care after your last appointment.

[Facilitator] 10:36:22

You know, you just met with someone and this is what you need to do. Where would you find that information?

[Participant 7] 10:36:23

Yeah. Right. I would find that.

[Participant 7] 10:36:31

Do you get your VA medical records, lab and test results?

[Facilitator] 10:36:36

Okay. Feel free to click on that.

[Participant 7] 10:36:42

And so far, I am finding this. Easier than what I'm doing now. Less confusing.

[Facilitator] 10:36:49

Okay

[Facilitator] 10:36:53

Where are you right now?

[Participant 7] 10:36:55

So now I'm at medical records. And depending on what I'm looking for. I could click on go to your lab and test results if that's what I wanted, care notes and summaries because I guess in this case, I wanna make sure that what we discussed at the doctor's office.

[Participant 7] 10:37:15

That I'm doing, what they have asked me to do in case I forgot or didn't take good notes when I was with the doctor.

[Participant 7] 10:37:23

Vaccines I don't worry too much about. I have no allergies.

[Participant 7] 10:37:32

Health conditions recently I also on the pharmacy side because my wife is crazy about making sure she knows what I'm taking.

[Participant 7] 10:37:45

Every so often I go on and print out a copy of all the medications that I'm receiving just in case I ever have to go to another doctor or an emergency room or something.

[Facilitator] 10:37:55

That makes sense. So where would you find it? The kind of plan for your care that your doctor.

[Participant 7] 10:38:04

I think care notes and summaries.

[Facilitator] 10:38:06

Okay.

[Participant 7] 10:38:07

Click it.

[Participant 7] 10:38:12

Alright. Care notes and summaries and I see primary care after visit summary. Admission and discharge summary. Non VA care counsel.

[Participant 7] 10:38:24

Consult result notes.

[Participant 7] 10:38:29

Do you want me to delete them all to you or just?

[Facilitator] 10:38:31

No, you're alright. Let's say that the, you know, The notes are in that first box at the top.

[Facilitator] 10:38:39

How would you kind of review what the doctor wrote?

[Participant 7] 10:38:42

Click on details.

[Participant 7] 10:38:46

And I see, you know, the time of I suppose the time of the appointment. With Dr.

[Participant 7] 10:38:54

Nut and.

[Participant 7] 10:38:57

At 8: 00, 11: 30. Future sound HCS, I guess that would be lab results.

[Participant 7] 10:39:07

So yeah, there's a whole long list of different things I can see. Oh, I see.

[Participant 7] 10:39:12

Okay. So as I go down. Vitals as of this appointment. I could see my blood pressure height weight pulse to hold.

[Participant 7] 10:39:19

9 yards there. Medicines ordered. So yeah, I see a complete list of, in and then I can go further into details.

[Facilitator] 10:39:35

Are you finding the kind of description of what your doctor Wants you to do or wants to have happened to take care of your condition here.

[Participant 7] 10:39:46

Give me 1 s.

[Participant 7] 10:39:49

So if I'm looking to find out what my instructions were.

[Participant 7] 10:39:56

Reason for appointment diagnosed with.

[Participant 7] 10:40:09

Your treatment plan from this appointment. I think that's where I would go.

[Facilitator] 10:40:14

Okay. Yes, please.

[Participant 7] 10:40:15

Should I click on it?

[Participant 7] 10:40:19

New orders from disappointment. Oh wow, that's great. Yep. So I could see.

[Participant 7] 10:40:27

The imaging results I could see in lab tests. Medications and supplies.

[Participant 7] 10:40:37

So yeah, and health reminders.

[Facilitator] 10:40:42

Okay, so this, we, you know, this kind of quote unquote treatment plan, which I think is what it's called and the.

[Facilitator] 10:40:50

The little header thing.

[Facilitator] 10:40:54

This, you know, was obviously produced and, you know, following an appointment that you had with a doctor.

[Facilitator] 10:41:00

Would you expect? Or want to see information about the details of the appointment from this page like say that you saw like 6 different specialists last week like would you want to figure it out to remind yourself?

[Facilitator] 10:41:15

You know and you wanted to remember which appointment this was produced and would you look in this page or would you look somewhere else for that?

[Participant 7] 10:41:22

I think. So with the other providers you're talking about, right?

[Facilitator] 10:41:28

If you were like, who wrote this?

[Participant 7] 10:41:29

I yeah Well, this particular one. If I went back or up to my appointment, I would know who the doctor was and what he was treating me for.

[Participant 7] 10:41:44

So. I kind of. I don't know, I kinda like to be looking at this one.

[Participant 7] 10:41:53

For all the details and not you know, and then to go to the other 1. 2 avoid confusion on my part, you know.

[Facilitator] 10:42:05

Default. So like if the appointment details were also here, it would just be too much information.

[Participant 7] 10:42:06

That makes sense. I'm not sure.

[Participant 7] 10:42:13

I think it might be because if the appointment details are the time and who It says here it looks like I could click on your appointment.

[Participant 7] 10:42:23

On June first, 2023 if I wanted to know that.

[Facilitator] 10:42:29

Thank you. Alright, so switching gears a little bit. Let's say that you have 2 things.

[Facilitator] 10:42:37

That you need to do today. You need to see if you owe payments to the VA for past health appointments.

[Facilitator] 10:42:44

And you need to check on the status of a disability claim. So using this website, how would you?

[Facilitator] 10:42:50

Find that information.

[Participant 7] 10:42:52

From where I am right now.

[Facilitator] 10:42:54

Sure.

[Participant 7] 10:42:56

I probably would go to the blue. Bar at the top you can see what I'm doing right Yeah, I would probably go here.

[Facilitator] 10:43:02

I can, yes.

[Facilitator] 10:43:06

Why would you go there?

[Participant 7] 10:43:06

Hey, I would expect it to take me back sort of to the home page. That's the point of this.

[Participant 7] 10:43:14

Of where I was back to sort of back to the home page is what I would think.

[Facilitator] 10:43:19

What's the home page? Is that where you signed in or where you landed after you signed in?

[Participant 7] 10:43:24

Where I landed after I signed in where it would ask you know where it would give me that whole menu of things that I want to see.

[Participant 7] 10:43:34

Or before I go too fast with that. Vestages, medical records. Health conditions. Yeah, I don't see any place else on this particular page that would take me there.

[Participant 7] 10:43:50

And I don't see anything below.

[Participant 7] 10:43:54

That tells me to go there. So yeah, I would assume that. The VA benefits and healthcare takes we bet.

[Participant 7] 10:44:05

Back to sort of that home page where I could then go to debts and all those things.

[Facilitator] 10:44:10

Okay, would you mind doing it? Kind of what you would do to figure it out.

[Participant 7] 10:44:17

So I clicked on VA benefits and healthcare. And. Healthcare.

[Participant 7] 10:44:29

Do you all in health care?

[Participant 7] 10:44:32

Get healthcare benefits.

[Participant 7] 10:44:37

Retail, okay, retail prescriptions secure healthcare team. Gee, I guess I don't see what I thought I was. Oh, I see.

[Participant 7] 10:44:46

Okay, this is what I click on. Presently when I'm on the website to get that information.

[Facilitator] 10:44:55

Sorry, what would you click on?

[Participant 7] 10:44:57

Well, this I click on. Currently, you know. Yeah, with the medical bag, there's a doctor back and that's where I presently go to find out all this health information, refilled prescriptions and all that kind of stuff.

[Facilitator] 10:45:01

The like plus sign with the kind of

[Participant 7] 10:45:14

But it doesn't look like that's here.

[Facilitator] 10:45:19

Again, apologies for just the the wonky ways in which a prototype works.

[Participant 7] 10:45:23

No, it's not, it's not a problem. I'm just sort of comparing what I do now to what this looks like right now.

[Participant 7] 10:45:30

So if I did what I just did and went to VA benefits and healthcare. And none of these things.

[Participant 7] 10:45:37

Helped me with the debt and all that stuff. I probably would go back to my VA.

[Facilitator] 10:45:45

Okay. I think if you click, I should, I'm sorry, I should have said this at the beginning in the top right hand corner of right above the red talk to a veteran crisis line, see how there's like arrows kind of like a black and forward button.

[Participant 7] 10:45:48

Nothing.

[Participant 7] 10:46:00

Yeah.

[Facilitator] 10:46:05

A little to your right.

[Participant 7] 10:46:07

Here.

[Facilitator] 10:46:08

Yeah, those ones. Don't restart the prototype, but one more over the arrow that's pointing.

[Facilitator] 10:46:14

Hope I'm sorry. So you were right in the rugs, but where it says undo.

[Facilitator] 10:46:19

That kind of is like the prototype back button.

[Participant 7] 10:46:21

Oh, gotcha. Okay.

[Facilitator] 10:46:23

If there was a real website, that's what your back would be. So you could click that.

[Facilitator] 10:46:28

To go to get rid of the drop downs. Which again are just the wonkiness of the prototype.

[Participant 7] 10:46:30

Okay.

[Participant 7] 10:46:33

Gotcha.

[Facilitator] 10:46:34

And now you can, if you want to, click on my VA.

[Participant 7] 10:46:37

Okay, my BA and my health.

[Participant 7] 10:46:43

Yeah, so you go. I have a new debt. If I, if that's what I was looking for, then.

[Participant 7] 10:46:49

I suppose I would click on this.

[Facilitator] 10:46:52

Okay.

[Participant 7] 10:46:54

But nothing's happening.

[Facilitator] 10:46:55

Okay.

[Participant 7] 10:46:58

Claims and appeals, same thing.

[Participant 7] 10:47:02

I would. Review the if I want depends on what I wanted to do but if I wanted to review the details I could see where I am.

[Participant 7] 10:47:13

On the status waiting for my claim. If I wanted to see files, I suppose I would be able to do that and other details.

[Participant 7] 10:47:20

Zet correct.

[Facilitator] 10:47:24

Thank you.

[Participant 7] 10:47:25

When I click on files, nothing happens.

[Facilitator] 10:47:28

Yeah. Okay, that's helpful. Thank you. How would you, what would you do now if you were trying to figure out how to pay.

[Facilitator] 10:47:39

You know any charges you had from your last appointment.

[Facilitator] 10:47:45

So you click there. That's helpful.

[Facilitator] 10:47:49

Is there anywhere else on this page where you might look?

[Facilitator] 10:47:53

Or I guess the better way of saying is like what would you do at this point even though again in a website that probably would take you to the right spot.

[Facilitator] 10:48:01

This would be a shorter route.

[Participant 7] 10:48:03

So I scrolled down and I saw your current balances and how to pay and all that stuff.

[Facilitator] 10:48:14

And from here, how would you pay?

[Participant 7] 10:48:16

From here

[Facilitator] 10:48:19

Okay.

[Participant 7] 10:48:22

Hi.

[Participant 7] 10:48:29

How's that? And then I would pay my bill.

[Participant 7] 10:48:39

I suppose I could do this. And then fill in all the information I guess with a credit card or however I'm gonna pay for it.

[Participant 7] 10:48:50

Deep.

[Facilitator] 10:48:51

So we can stop here. Can you tell me? Where are you right now?

[Participant 7] 10:48:56

All right. You mean where am I on the website?

[Facilitator] 10:49:00

I mean, I again, like I can see you, but.

[Participant 7] 10:49:03

Oh, you can't see what I'm doing. Okay, so right now I'm at the point where I'm trying to make a payment.

[Facilitator] 10:49:05

I can't. I can.

[Participant 7] 10:49:12

This is VGA medical co-payment here.

[Participant 7] 10:49:17

And I would read through and then I would give my information.

[Facilitator] 10:49:24

Are you on a different website than before?

[Participant 7] 10:49:30

That's a good question. It doesn't appear. Can I click on this X to get rid of a participant that has enabled closed captioning and all that?

[Facilitator] 10:49:40

Oh, yes, please. I'm sorry. I didn't realize that was popping for you.

[Participant 7] 10:49:45

Okay. So,

[Participant 7] 10:49:50

Sure. Well, there's a tab I'm looking at. That says sketch. Which would lead, it didn't tell, usually these things would say to me, Usually websites would say you're leaving.

[Participant 7] 10:50:06

A website and going. To another website. I see something called sketch. Is that?

[Facilitator] 10:50:14

That's the prototype. Sorry, that's confusing. So you would look at the browser to kind of figure out.

[Participant 7] 10:50:16

Oh, okay. Yeah, I'll look at the browser and see if I've opened in another tab.

[Facilitator] 10:50:22

Sure.

[Participant 7] 10:50:23

If it can help you, but usually I'm accustomed to it saying you're about to leave the VA website or whatever website.

[Facilitator] 10:50:33

Do you looking at this kind of form? Are you still on the VA website or are you somewhere else?

[Participant 7] 10:50:40

I think I'm still on the veteran website.

[Facilitator] 10:50:44

Thank you. So let's say that you've completed this form. And you, you know, pay the How would you get back to where you were before?

[Participant 7] 10:50:54

I would go to the other thing that you showed me. That back button right there.

[Participant 7] 10:51:02

Should I do it? And I'm back to the VA medical co-payment. Where I see steps one through 5 in order in order to make the payment

[Facilitator] 10:51:03

Nice place.

[Participant 7] 10:51:20

Let's see something here, kind of payment options.

[Participant 7] 10:51:25

This is a secure

[Participant 7] 10:51:29

Service provided by Department of Treasury, the information you were made, please review. I really don't get the feeling that I will be leaving.

[Participant 7] 10:51:43

The VA website.

[Facilitator] 10:51:47

Okay, thank you. That's helpful. Would you mind, clicking the back button one more time?

[Facilitator] 10:51:55

Thank you. And if you scroll up a little bit.

[Facilitator] 10:52:03

Scroll up.

[Facilitator] 10:52:08

To the top of the page.

[Participant 7] 10:52:10

Oh, this way. Okay.

[Facilitator] 10:52:11

Yes, please. And if you were to click on the My VA tab.

[Participant 7] 10:52:17

My VA tab. Okay.

[Facilitator] 10:52:20

Thank you. Oh, you spend a little time on this page now. Can you tell me like what is this page?

[Participant 7] 10:52:23

That was the

[Facilitator] 10:52:29

What's its purpose?

[Participant 7] 10:52:32

So this is what I sort of view as a landing page. So I. Paid my bill or checked.

[Participant 7] 10:52:43

My debts, but now I need to do something else like check on my claims and appeals. Or go to the healthcare side to check on prescriptions or.

[Participant 7] 10:52:57

Those type of things and and it gives me a description of my benefit payments.

[Participant 7] 10:53:08

And if I need to apply for other VA benefits.

[Facilitator] 10:53:13

That's kind of a you called it a landing page.

[Participant 7] 10:53:16

That's sort of what I see it. It's sort of like a home screen.

[Participant 7] 10:53:21

And it's sort of, to me, it sort of starts me over. So now I'm done doing what I had to do.

[Facilitator] 10:53:22

And what?

[Participant 7] 10:53:29

With the debt situation. Now I really need to know. More about, my payment history and what I've gotten or now I'm finding that,

[Participant 7] 10:53:45

They found something on a cat scan on my lungs and maybe I need to apply for some other.

[Participant 7] 10:53:54

Compensation. When I see personally I'm 62 years old. I don't know if you know that or not.

[Participant 7] 10:54:04

But if I, if I got back here. I wouldn't pay much attention to the education benefits cause those Ex in like, 1993 for me.

[Participant 7] 10:54:17

So. And I'm pretty sure that 10 years is the max for that. So yeah, if I needed to apply for another.

[Participant 7] 10:54:27

Sort of compensation request. This is where I would do that. So I think it's pretty easy to figure out.

[Participant 7] 10:54:39

The thing that I either have a question on. Or the thing that I

[Participant 7] 10:54:49

Need to do or like I said. This right here, the healthcare tab is probably the one.

[Participant 7] 10:54:57

That I am most. Interested in. I have a lawyer that I work with that's helping me with my compensation claims and appeals and all that stuff.

[Participant 7] 10:55:08

So believe it or not, maybe I'm strange. I don't really look at that. Communicate with my lawyer who's helping me so.

[Participant 7] 10:55:21

Especially if I don't want to look for bad news. Cause I know I'll get something in the mail or an email or something if it's if it's great news, even if it's bad news, but I sort of leave that to her.

[Participant 7] 10:55:34

So I don't worry too much about this. Claims and appeals tab. Setup.

[Facilitator] 10:55:39

That seems like a healthy way to handle that.

[Participant 7] 10:55:43

I don't need the.

[Facilitator] 10:55:45

That's totally fair.

[Participant 7] 10:55:47

40 years of dealing with the VA or trying to. Gave me enough. No offense to the VA.

[Facilitator] 10:55:57

No, I have no offense taken. Okay. Thank you for kinda talking me through that. I'm gonna ask you for a couple more kinds of little activities.

[Participant 7] 10:56:08

Okay.

[Facilitator] 10:56:08

So let's imagine that you were recently put on blood center medication. And your doctor ordered blood tests 2 weeks after you started the medication to make sure that it's still working.

[Facilitator] 10:56:22

Or that it's working at all. Where would you look for the results from those blood tests?

[Participant 7] 10:56:40

Where would I look for the results you said?

[Facilitator] 10:56:43

From your blood test.

[Facilitator] 10:56:46

10 clicked on, I didn't see which link you clicked on. I'm guessing it was a lab test.

[Participant 7] 10:56:50

Yeah, labs and tests. And now I would go here to lab and test results.

[Facilitator] 10:56:52

Thank you.

[Participant 7] 10:56:58

And then I would. Scroll down.

[Participant 7] 10:57:05

And look for I guess the last blood test, which in this case is April first, 2022.

[Participant 7] 10:57:13

And tells me what it is they did and then I could look at the details. And find out.

[Participant 7] 10:57:21

Awarded it and all that sort of stuff.

[Participant 7] 10:57:25

And test results right below that. And it gives me, I could read that.

[Participant 7] 10:57:34

I could ask for help.

[Participant 7] 10:57:39

Nothing happens when I do that. I don't think but. Oh, it gives me, okay, so it.

[Participant 7] 10:57:45

It's kind of like, when I used to get them from places like, Quest and labcorp.

[Participant 7] 10:57:53

And it tells me all the different things that are included in that blood test. See if there's any notes here.

[Participant 7] 10:58:02

It's the, I guess the most important thing I'd be looking for based on what you asked me if I understand the question right is.

[Participant 7] 10:58:15

Where is it? I thought I saw something. Oh, provider notes. Jesse Roberts blood panel is standard.

[Participant 7] 10:58:24

And that would make me happy.

[Facilitator] 10:58:30

Well, let's say that some of the, you know, different blood results.

[Facilitator] 10:58:36

Like there was like one of them that was high or something like that. And you're confused like what that means, you know, and how worried you should be about it.

[Participant 7] 10:58:40

So, yeah.

[Facilitator] 10:58:45

And you wanna ask your doctor about it. How would you? You know, reach out to your doctor to ask them about that particular result.

[Participant 7] 10:58:57

So let me see what I think I would probably do.

[Participant 7] 10:59:05

I'm going back. May I? And I thought I saw somewhere on one of these that you could send a message.

[Facilitator] 10:59:08

Yes.

[Participant 7] 10:59:17

But now I don't see it.

[Participant 7] 10:59:21

It looked like I could.

[Participant 7] 10:59:26

If I go back to LAMB and TESS.

[Participant 7] 10:59:30

And I will go to details.

[Participant 7] 10:59:37

Find our notes, test results, and need help understanding your results. Here you go. I would probably compose a message.

[Participant 7] 10:59:48

And send it. And hopefully it will go to him and he can get back to me.

[Facilitator] 10:59:53

Yep. Okay. Thank you. So let's say this is kind of the last little task to ask of you.

[Facilitator] 11:00:04

Let's say that you're gonna go see a specialist in the VA medical center that you've never visited before.

[Facilitator] 11:00:10

And you wanna make sure that you know where you're going. You wanna find the address for this place.

[Facilitator] 11:00:15

How would you figure that out?

[Participant 7] 11:00:19

If I was where we just left off. And is that what we're doing? We're going based on where I just left off.

[Facilitator] 11:00:27

Yep.

[Participant 7] 11:00:27

I guess.

[Participant 7] 11:00:31

Hmm. I'm thinking I could go here. But it wouldn't, I'd have to find out, oh, I go to appointment.

[Participant 7] 11:00:42

Probably. I can't do that from here. Should I go back?

[Facilitator] 11:00:46

Oh, okay. Yeah, I'm sorry. Yes. And again, under normal circumstances that would work. Please, let's click the back button.

[Facilitator] 11:00:54

See if you can go to. Appointments.

[Participant 7] 11:00:55

So I would go to an appointment. And I would see that it's the Portland VA Medical Center.

[Facilitator] 11:01:03

Hmm

[Participant 7] 11:01:03

And I would click on assuming that this is the point we're talking about. And I would click on directions.

[Facilitator] 11:01:14

Okay

[Participant 7] 11:01:14

And a map. Would pop up and I could. Oh so here I could also Sort of a topic, but I could also add it to my calendar, which I do.

[Participant 7] 11:01:27

I could print it, which I usually do. And then I would go, like I said, to directions.

[Participant 7] 11:01:32

Nothing happens when I click it, but and that would give me. Like a, I guess a Google Maps or something.

[Participant 7] 11:01:40

Telling me how to get where I'm going.

[Facilitator] 11:01:44

Thank you. How would you? Get back out to the kinda larger appointment section.

[Participant 7] 11:01:55

Back to appointments.

[Facilitator] 11:01:58

Why did you, click on that link?

[Participant 7] 11:02:02

Because I'm trying to get back. I'm assuming what you mean is that I wanna check on some other appointments or some other locations or whatever else I may need.

[Participant 7] 11:02:15

Or to. Go to details to either cancel or view more details about the appointment.

[Facilitator] 11:02:26

Thank you. So if you look at, it says appointments in bold and then underneath in blue it says start scheduling and then under that upcoming past and requests.

[Facilitator] 11:02:40

So what do you think requests mean here? Like if you were to click on that link, what would be brought up?

[Participant 7] 11:02:40

Right.

[Participant 7] 11:02:50

Well, I'm not trying to schedule an appointment. With requests, I don't think so. I'm thinking about maybe other information.

[Participant 7] 11:03:01

About new appointments. That I might. I Feel like I need to. So I'm thinking of requests.

[Participant 7] 11:03:12

I've had a headache for the last 2 weeks. Of really feeling bad. I don't have an appointment with anybody.

[Participant 7] 11:03:20

I don't even know who to have an appointment with. I would probably go to request it. And see if that gives me an opportunity to say, hey, this is what I'm feeling.

[Participant 7] 11:03:33

I don't know what it is. What should I do? And then get connected to somebody that would say.

[Participant 7] 11:03:41

This is what you need to do. Or schedule an appointment or whatever.

[Facilitator] 11:03:46

Okay, so requests would be. It would help you kind of figure out next steps based on what you're experiencing.

[Participant 7] 11:03:54

Exactly.

[Facilitator] 11:03:56

Thank you. Alright, so Now that you're kind of more familiar with how this is all set up.

[Facilitator] 11:04:05

I'm curious if you could design this website. How would you organize the different types of benefits and resources you see here?

[Facilitator] 11:04:14

You know, we've got health resources, education resources. Housing benefits, you know, like all the different resources and benefits offered to veterans.

[Facilitator] 11:04:23

How would you organize them? On this website.

[Participant 7] 11:04:27

On the overall site. I think, what we looked at. Not too long ago. When we went to my BA I think.

[Participant 7] 11:04:39

I think it's pretty clear that if I'm

[Participant 7] 11:04:42

I'm on this site because I'm working on I'm not on this site looking as an overall VA experience.

[Participant 7] 11:04:53

On this site personally. What I, the reason I would be on it is for all these medical things, prescriptions, all that stuff.

[Participant 7] 11:05:03

Finding out what's going on, medical records, all that. I would need to be more.

[Participant 7] 11:05:14

When I get back sorted to what I call that landing page. I sort of, I wouldn't expect that I could scroll down and say education benefits and other things like that.

[Participant 7] 11:05:27

That would be my confusion. If I you know, maybe up on like that blue line, I might say.

[Participant 7] 11:05:35

If you need information about these other things. Education benefits etcetera and again i'm an old guy so there aren't a lot of those things that i'm really in need of but I, I would probably have them a little more separated.

[Participant 7] 11:05:53

But I see this search. A button. So if I was on here and I understood that this is the whole VA website, it's not just because I'm managing my healthcare.

[Participant 7] 11:06:06

You know I guess what I would say is It isn't clear to me. But as we're talking about, I see.

[Participant 7] 11:06:16

VA benefits in healthcare. That tells me. It's not just the healthcare website. That makes sense.

[Facilitator] 11:06:24

That does make sense. So you would come in here. Expecting the benefits and resources that are really specific to you.

[Facilitator] 11:06:32

To be kind of in that landing page when you sign in. And those things that aren't relevant to you to not be there.

[Participant 7] 11:06:40

So yeah, when I hit that page. I'm dialed in on. Or the healthcare stuff that we went to.

[Participant 7] 11:06:50

Oh, well that's appointments, prescriptions, all that jazz. But as I look at it a little further.

[Participant 7] 11:07:02

And again, it's like a lot of sites out there. And I see this at other VA stuff that I do.

[Participant 7] 11:07:10

If I did say, since I'm here, I wonder if I can find out about I don't wanna say something medical.

[Participant 7] 11:07:22

Maybe I'm a minority. Well, if I go all the way down to the bottom.

[Participant 7] 11:07:26

Which I only have by accident so far. I see all those others so it would just take a little what's the right word?

[Participant 7] 11:07:39

Sort of browsing around. You know, to see what it is that I'm looking for.

[Participant 7] 11:07:44

So I guess when the other benefits were on that other page. That was a little confusing to me. Only because I'm over here working on my healthcare stuff.

[Participant 7] 11:07:56

I'm not really thinking about education benefits and all that kind of thing. And as an older guy.

[Participant 7] 11:08:03

I forget how I figured it out. I just knew one of my benefits was burial.

[Participant 7] 11:08:08

So I went on the VA.Gov and I found that information. You know, and I filled out everything and I got what I needed.

[Participant 7] 11:08:16

But. You know, maybe somebody that's a little younger that, you know, is Sort of going along with modern technology better than a guy like me.

[Participant 7] 11:08:30

Would maybe go, oh, you know what, why don't I go all the way to the bottom and It looks like everything that you could possibly need is there.

[Participant 7] 11:08:38

So.

[Facilitator] 11:08:41

Thank you. Would you mind clicking? And my healthevet that's next to my VA.

[Facilitator] 11:08:47

Yeah, thank you. So you're pretty familiar with what my VA looks like and this is what You know, if you click on my healthy bet, this is what comes up.

[Participant 7] 11:08:54

Right.

[Participant 7] 11:08:59

Yeah, I have it.

[Facilitator] 11:09:00

If you were to describe these 2 pages to another veteran, how would you explain them?

[Participant 7] 11:09:08

When you say 2 pages, the one I was just on versus this one.

[Facilitator] 11:09:13

I mean my VA and my help and feel free to click on my BA to kind of remember what it looks like.

[Participant 7] 11:09:15

Yeah.

[Participant 7] 11:09:28

What I would say is

[Participant 7] 11:09:33

What I like about my health is when you go to it. Everything is organized. On this page I'm looking at right now everything is very well organized, very clear and it is specific.

[Participant 7] 11:09:55

To me, just my healthcare. And, so like the current way that it is.

[Participant 7] 11:10:06

You can. Access more things from my healthevet. Then you can from just the VA.

[Participant 7] 11:10:15

Dot goub that I have on my phone. So. If I'm really, I'm just.

[Participant 7] 11:10:23

Try to be quick and maybe looking. I go to the va.gov on my phone.

[Participant 7] 11:10:30

If I am specifically looking for appointments, prescriptions and all that stuff. I always go on my healthy vet.

[Participant 7] 11:10:39

And if I was giving advice to a fellow veteran. Who is not familiar with or had trouble managing the internet, I would say.

[Participant 7] 11:10:50

Go to my healthevet. Everything is. Blocked off, spread out. Organized and it will be very easy for you to do the things you have to do or to check on the things that you have to check on.

[Participant 7] 11:11:04

As opposed to the other one which is more general. VA stuff as well. So what I love about my healthy that and this particular page here is I don't have to do as much thinking.

[Participant 7] 11:11:23

I go to the healthevet. I want to find out because my wife says You know, you have an appointment in June.

[Participant 7] 11:11:29

19. This just happened. Yeah, and I'd say, I don't think so. Let me check.

[Participant 7] 11:11:33

I go to my healthevet. I look at my appointments and I say no, that's in July.

[Facilitator] 11:11:39

Okay.

[Participant 7] 11:11:39

I find it faster to get the answers using my healthevet as opposed to Yeah. That's the system.

[Facilitator] 11:11:47

That makes total sense. Thank you. I'm laughing because my parents have a similar problem. And my husband and I have a similar dynamic.

[Facilitator] 11:11:55

I'm like, remember this thing's happening.

[Participant 7] 11:12:00

She's like my secretary. She took on the job. I didn't ask her. And, so that's how we work together as a matter of fact.

[Facilitator] 11:12:01

Okay.

[Participant 7] 11:12:08

That's when I do that. How would I get emails about my appointments, you know, what's coming up?

[Participant 7] 11:12:15

But I say, okay, while I'm here, let me just double check. And if I can print that out, I print it out and then we sit down and go over it to make sure we want the same page but this is to me this is a faster way to get all that stuff.

[Facilitator] 11:12:28

Right.

[Participant 7] 11:12:28

I like when we were talking about if you have a question. And I don't know if it's specific, but I like this.

[Participant 7] 11:12:36

Message block. And I like that it's at the top. And not knowing exactly what it's about.

[Participant 7] 11:12:45

That is if I didn't want to call somebody or whatever. That is where, cause it's difficult with the calls.

[Participant 7] 11:12:52

That's where I would compose a message and send it off saying I've had a headache for the last 3 weeks.

[Participant 7] 11:12:57

I don't know what's going on. I'm afraid I'm gonna die. What should I do?

[Facilitator] 11:13:05

Thank you.

[Participant 7] 11:13:05

Even though there's no right or wrong answer, I can't help but wonder if I'm right or not.

[Facilitator] 11:13:10

There's no right or wrong answers. I mean, there's like quite a wrong answer for us in terms of like are we doing this well for you guys?

[Participant 7] 11:13:12

That's my impression.

[Participant 7] 11:13:16

Gotcha. Okay.

[Facilitator] 11:13:19

There's no right or wrong answer. Okay, I have a last couple of questions and then I think, and then we can, yeah, I can let you go.

[Facilitator] 11:13:28

So have you heard of the term VA priority group before?

[Participant 7] 11:13:31

Yeah.

[Facilitator] 11:13:33

Yeah, pretty much no one has. So if you were to guess what you think via a priority group refers to?

[Participant 7] 11:13:46

First of all, I guess since my Greatest. Involvement with the VA is my health.

[Participant 7] 11:13:56

Situation I would assume is more serious.

[Participant 7] 11:14:06

Health issues. As opposed to less serious would be prioritized. That way because I certainly wouldn't look at it as like a frequent flyer program or a you know a clear card to get through the airport for faster.

[Participant 7] 11:14:24

I would think that people who are very seriously ill. Are gonna take priority over. You know, that I up my finger, you know.

[Facilitator] 11:14:35

So priori group refers to. How, the severity of health issues.

[Participant 7] 11:14:39

We're the severity of health issues, yes.

[Facilitator] 11:14:44

So I have to look this up, but when a veteran applies for VA healthcare.

[Facilitator] 11:14:51

They get assigned to a group that determines how soon the VA signs them up for health care benefits and how much they have to pay for the cost of care.

[Facilitator] 11:15:00

So a veteran's priority group it can change if your income changes or if a service connected disability gets worse.

[Facilitator] 11:15:08

Gets more severe like you say and they receive a higher disability rating. So with that in mind and you know just why this information is not on here yet.

[Facilitator] 11:15:19

Where would you expect to find the information about your priority group on this website?

[Participant 7] 11:15:27

That's a good question. So I, wanna find out based on

[Participant 7] 11:15:36

My classification is.

[Participant 7] 11:15:44

Where would I expect to find that? Can I click anything or no?

[Facilitator] 11:15:50

Yes.

[Participant 7] 11:15:55

So I'm looking at the page. That says. It's like the welcome to VA.

[Participant 7] 11:16:02

Dot gov.

[Participant 7] 11:16:04

And. I would probably then go to my BA.

[Participant 7] 11:16:11

And I would. Probably assume. Oh, it's kind of where I would expect it. So I was at the home page.

[Participant 7] 11:16:23

I went to my V. And then I see your disability rating. Somewhere around there is if I clicked on that I would expect to see what my priority rating is.

[Facilitator] 11:16:39

And, can you tell me why you would expect it to be right there?

[Participant 7] 11:16:48

Hi, I suppose that, It just sort of makes sense to me that I'm now in my file.

[Participant 7] 11:16:57

To me, cause I see my name. Right, the service. And my disability rating is the next common sense thing for me because I'm talking about my health and health care is that in that box right there, it would tell me.

[Participant 7] 11:17:14

It just seems like it would make sense. So up here I see, okay, they got the right person.

[Participant 7] 11:17:21

Okay, they got the right branch of service. Okay, they got the right. Service connected percentage So now the next.

[Participant 7] 11:17:32

Obvious thing to me would be what is my priority rating? Assuming that I understand the way you explained it to me.

[Facilitator] 11:17:42

Thank you.

[Participant 7] 11:17:42

It could be the fastest way to get there, cause it's all in that same place unless I suppose unless it applies also to other types of benefits.

[Facilitator] 11:17:56

Oh, okay. Thank you. Would you mind clicking on my healthevet?

[Participant 7] 11:18:04

Okay.

[Facilitator] 11:18:05

So if you were to also put your. And again, like it's not here, so it's kind of working like.

[Participant 7] 11:18:15

Yeah, I, that's a really good question because

[Facilitator] 11:18:16

For people.

[Participant 7] 11:18:25

It's funny because

[Participant 7] 11:18:29

Because of my healthy I don't see the name of the veteran here, anywhere.

[Participant 7] 11:18:37

Yeah, so. If. If I understand the question. I would probably be looking for something like my VA.

[Participant 7] 11:18:52

A block like that. That would sort of, because I would be. From my VA, I see the blue banner, I see the name and all the stuff we talked about.

[Participant 7] 11:19:04

If I go to my healthevet. To me, I would sort of be looking for. That same blue box with that information.

[Participant 7] 11:19:15

Because it strikes me as even though it's one website it still is like it's almost like 2 websites to me and that's based on the way I do it right now.

[Participant 7] 11:19:26

If I go to my VA, that's one thing if I go to help. That's another thing.

[Participant 7] 11:19:33

So I have 2 places. So if that.

[Participant 7] 11:19:37

Same sort of box.

[Participant 7] 11:19:41

Blue box was at the top of my healthy that that's where I would be. Want it or expect it.

[Facilitator] 11:19:51

Thank you. That's a good idea. Alright, so that's actually. All the questions I have for you.

[Facilitator] 11:20:01

Is there anything we have not talked about that you would like me to know? Or are there any questions I should have asked you but did it?

[Participant 7] 11:20:08

No, I'm, you know, what I tell you what I love about what I see and what we've talked about is.

[Participant 7] 11:20:17

I can go to one place. And do all my VA business. And I'm especially happy.

[Participant 7] 11:20:28

That if I don't care about all those other benefits, then I could just click on my healthevet.

[Participant 7] 11:20:35

And pretty easily. And I could show my wife how to do it in case there's things that she needs.

[Participant 7] 11:20:44

For whatever reason about my care. I can easily go to my healthy that I find it a an easier way to do all the things that we've been talking about with the healthcare stuff.

[Participant 7] 11:20:58

But other than that, I can't think of anything