**Participant 6**

[Facilitator] 09:03:57

Alright. Melissa, Kara, would you mind hopping on real quickly and just introducing yourself to us?

[Cara Frissell] 09:04:06

Hi. Nice to meet you. I'm Kara. I'm a researcher with the VA and I'm working with Robin today and I'm so excited to meet you.

[Participant 6] 09:04:17

Nice to meet you.

[Melissa (She/Her)] 09:04:19

Hi, I'm Melissa. I am a designer working. Appointments part of VA.

[Melissa (She/Her)] 09:04:30

Gov and yeah just really excited to to meet you and thank you so much for joining us today.

[Participant 6] 09:04:34

Nice to meet you too.

[Facilitator] 09:04:36

Thanks. So. Kara's gonna be taking notes.

[Facilitator] 09:04:45

We also would love it if it all, if you're willing. We'd like to record this session like we record the audio and screen so that we have a record.

[Facilitator] 09:04:54

Of what you say and we don't you know accidentally kind of miss anything. Is are you comfortable if I record my screen and audio as we talk today?

[Participant 6] 09:05:01

Yeah, that's fine.

[Facilitator] 09:05:02

Thank you. We, just also so that, you know, we do, destroy the recordings.

[Facilitator] 09:05:08

After we complete the analysis. And none of your comments are like attributed to you particularly what we do is we either report comments out in like groups like you know 5 out of 10 people said this or you know if we're like oh this is like a quote that we wanna say we take away any identifying information we assign you a

[Facilitator] 09:05:26

number. It's like P 3, something like that.

[Participant 6] 09:05:28

Okay.

[Facilitator] 09:05:29

Thank you very much. I'm gonna start recording. Kara, Melissa, feel free to go off camera if you'd like.

[Facilitator] 09:05:38

I'm just too. Confirm. Are you comfortable if I record my screen as we talk today?

[Facilitator] 09:05:47

Rest.

[Participant 6] 09:05:50

Does it say rusty somewhere?

[Facilitator] 09:05:52

Oh yeah, it does. I'm sorry. It says it says rust in your zoom. What would you like me to call you?

[Participant 6] 09:05:59

My name is Participant 6. Yeah, that's right. He said it a couple of times. I'm like, why does she keep saying rust?

[Facilitator] 09:06:01

Participant 6, I'm sorry. No explanation.

[Facilitator] 09:06:07

Oh my gosh, that's so funny. I've never had that happen. I'm sorry, Participant 6.

[Participant 6] 09:06:12

It must be my my emails attached to that. So maybe that's why.

[Facilitator] 09:06:16

Okay, yeah, it's fun how these things do what they do. Okay, Participant 6, thank you for correcting me.

[Participant 6] 09:06:17

Okay.

[Facilitator] 09:06:26

I should have probably confirmed at the beginning. So, that's really funny. So what kind of device are you on?

[Participant 6] 09:06:27

That's all right.

[Facilitator] 09:06:34

Are you on a computer tablet or smartphone? Okay, and a what benefits other than healthcare if any do you receive from the VA?

[Participant 6] 09:06:35

Computer.

[Facilitator] 09:06:43

Do you get education pension housing?

[Participant 6] 09:06:46

Just the healthcare and the disability payments, I guess. I don't know if that's the same.

[Facilitator] 09:06:52

It is. Yes, thank you. Or is not the same, but it, yeah, that answers my question.

[Participant 6] 09:06:53

Okay, yeah.

[Facilitator] 09:06:59

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

[Facilitator] 09:07:06

Do you know how to share your screen using zoom?

[Participant 6] 09:07:09

No.

[Facilitator] 09:07:10

So, yeah, it's okay. Most people don't. At the bottom of your screen, there is at least at the bottom of my screen there is a box with an up arrow that's green and it's a share screen at the bottom.

[Facilitator] 09:07:23

Do you see that as the bottom of your zoom screen?

[Participant 6] 09:07:26

Okay, had a click on it. Yeah, share screen. Just click on it.

[Facilitator] 09:07:29

Yes, please.

[Participant 6] 09:07:32

Oh, okay.

[Participant 6] 09:07:35

It popped up with screen whiteboard iPad.

[Facilitator] 09:07:39

Click on screen, please.

[Participant 6] 09:07:44

And share sound.

[Facilitator] 09:07:49

I don't think you'll need to or I don't know. Click yes.

[Participant 6] 09:07:53

Yeah, it's share sound and optimize video clip. It says at the bottom.

[Facilitator] 09:07:57

Oh, that must be like some sort of update. I guess yes.

[Participant 6] 09:08:04

Did that work?

[Facilitator] 09:08:06

It did work. I see zoom. Now. And so I am going to.

[Facilitator] 09:08:14

Share with you the link to the prototype that I talked about at the beginning. So if you see again kind of at the bottom of your Zoom screen.

[Facilitator] 09:08:28

Let's see.

[Participant 6] 09:08:28

Yeah, now to the top. The chat.

[Facilitator] 09:08:32

Yes, in the chat there's a link there. A clicking on the link.

[Participant 6] 09:08:35

Okay, yep.

[Facilitator] 09:08:43

Yep, perfect. Thank you. Okay, a second to load.

[Participant 6] 09:08:45

It's.

[Participant 6] 09:08:51

Hmm.

[Facilitator] 09:08:53

Wonderful. Thank you so much. So just to kind of familiarize you a little bit with again, like this is a prototype out of websites with those weird things.

[Facilitator] 09:09:00

So if you want to click back, you know, the way you would with the browser, you know, you click the back button.

[Facilitator] 09:09:06

If you look at the top right hand corner. Yeah, up there. Those are the kind of forward and back.

[Facilitator] 09:09:11

Button. So I just wanna let you know that those were there in case you wanted to use them.

[Participant 6] 09:09:12

Oh, okay.

**—--- now screensharing—-----**

[Facilitator] 09:09:18

Alright, so thank you so much. Let's I'm gonna ask you to do a couple of things so again we can just kind of see you both see about let's imagine that you I'm so sorry to have a large garbage truck right next to my house.

[Participant 6] 09:09:24

Okay.

[Participant 6] 09:09:32

Great.

[Facilitator] 09:09:34

Let's imagine that you recently had to visit a specialist to talk about a chronic condition that you recently had to visit a specialist to talk about a chronic condition that you have.

[Facilitator] 09:09:44

And you wanna review what was decided for the next steps in your care. So using this prototype, where would you go to find, like a record of the next steps in your care just to kind of remind yourself of what you all talked about.

[Facilitator] 09:09:59

And it would really help me if you talk through what you're thinking as you figure out how to use the website.

[Participant 6] 09:10:05

Oh. So I'm trying to figure out what I would do next after talking to the doctor pretty much.

[Facilitator] 09:10:12

Yeah, you had an appointment with your doctor. You kind of came up with like next steps for your care, but you wanna see like the written record of that.

[Facilitator] 09:10:22

The written, you know, I have a hard time remembering what's said to me. I need to see things written down.

[Participant 6] 09:10:25

I am.

[Facilitator] 09:10:25

So we find that using this website.

[Participant 6] 09:10:29

I have no idea. I click on this that you.

[Facilitator] 09:10:32

Okay.

[Facilitator] 09:10:36

You can click on that. Some of the links will be, working, but either way, just kinda let me know what you're looking for.

[Participant 6] 09:10:43

Okay, so like this drop down, did you see that? Okay, so like I would assume I would Look in one of these somewhere

[Facilitator] 09:10:45

I do.

[Facilitator] 09:10:52

Why do you think that?

[Participant 6] 09:10:55

Cause I don't, don't know exactly what I would look up.

[Facilitator] 09:10:58

Okay.

[Participant 6] 09:11:01

Cause like, I don't even know what that would be called like your Cliff notes from your appointment.

[Participant 6] 09:11:07

I don't know what you, what would you call that?

[Facilitator] 09:11:09

Notes from your appointment make sense.

[Participant 6] 09:11:12

But yeah, I have no idea. Health care main. Records, tell me. Records?

[Facilitator] 09:11:21

You look in records.

[Participant 6] 09:11:22

That's I guess better healthcare.

[Facilitator] 09:11:26

Feel free to click. I'm honestly not sure which links work and which doubt.

[Participant 6] 09:11:34

Oh, disability, healthcare. I don't think these bottom ones do. So records is not right.

[Participant 6] 09:11:39

Disability or health care disability.

[Participant 6] 09:11:44

Oh, there it is. Disability. Check your claim or appeal status. No.

[Facilitator] 09:11:48

Okay, why would you think there?

[Participant 6] 09:11:51

No, that would be appeal status.

[Participant 6] 09:11:55

That's not right. Some nope, I'm wrong. I would assume. Health care maybe.

[Participant 6] 09:12:04

Oh, I can't. To hit the Healthcare?

[Participant 6] 09:12:15

Yeah, I have no idea. There's refill and track your prescription. Send a message to your care team.

[Participant 6] 09:12:24

Oh, view lab test results maybe? Yeah, that would make more sense. I'm gonna say view lab.

[Facilitator] 09:12:26

Okay.

[Participant 6] 09:12:29

Tester results.

[Facilitator] 09:12:30

Okay. Does that link work again? Sorry if it doesn't. Okay, well that's just kind of good to know.

[Participant 6] 09:12:35

No.

[Facilitator] 09:12:39

So you look in lab and test results. And can you tell me why, you would look there?

[Participant 6] 09:12:40

Yeah.

[Participant 6] 09:12:45

Stick, cause that was be your appointment. So there would be some results, I guess, from your appointment.

[Facilitator] 09:12:51

Okay, so you'd get to. You would think that the lab and test results would be kind of linked to your appointment and that way you kind of get your way to the appointment.

[Participant 6] 09:12:59

Yeah, like even if you didn't have blood drawn and all that stuff, you'd think there'd be like some note like all patient came in.

[Participant 6] 09:13:04

That day.

[Facilitator] 09:13:06

Thank you.

[Facilitator] 09:13:10

So. If, Let's see.

[Facilitator] 09:13:18

Would do you have. An account with via doc of. Okay.

[Participant 6] 09:13:23

Yeah.

[Facilitator] 09:13:28

Can you tell me why you haven't? You wouldn't have like signed in.

[Participant 6] 09:13:34

Why I wouldn't sign in?

[Facilitator] 09:13:37

Or at what point would you sign in?

[Participant 6] 09:13:40

Oh, I probably would have already signed in if I'm coming to it. Are signed in as soon as it lets me.

[Facilitator] 09:13:45

Okay.

[Participant 6] 09:13:46

But usually like when II don't know if this is all changed or what, but like last time I did it I had to go through my healthevet and then it took me to somewhere else and that took me to somewhere else and then eventually take me to where I had to go.

[Facilitator] 09:14:00

Yeah, that's about right. I can do you.

[Participant 6] 09:14:02

Yeah. Oh, okay. So I'm not used to signing in I guess immediately because I have to jump through like 4 hoops before I even got to where I was going.

[Facilitator] 09:14:12

Sure. Yeah, that makes sense. Thank you. If you were to sign in at this point, how might you sign in?

[Participant 6] 09:14:20

That sign in button.

[Facilitator] 09:14:25

Do you wanna try that?

[Participant 6] 09:14:25

Right. It doesn't work.

[Facilitator] 09:14:28

It doesn't work. Oh my goodness, okay. Would you mind clicking the back button?

[Facilitator] 09:14:33

Which again, like in a real website, this would work. So apologies and things for good humor.

[Participant 6] 09:14:36

That's right. Oh, there it goes. Now I can do it. Yeah, this.

[Participant 6] 09:14:43

I used to go through this. My healthevet and then it does everything.

[Facilitator] 09:14:51

Feel free to click on any of those.

[Facilitator] 09:14:55

And so in a, you know, in a real website you'd sign in. So let's imagine that you've signed in.

[Participant 6] 09:15:00

Okay.

[Facilitator] 09:15:02

What would you do at this point if you're trying to get to? The notes that are associated with your appointment.

[Participant 6] 09:15:08

Oh, maybe go to my profile. I don't know this page at all.

[Participant 6] 09:15:15

Either go to your profile or maybe click on my name up here.

[Facilitator] 09:15:20

Okay. What would you expect in your profile?

[Participant 6] 09:15:22

Can't.

[Participant 6] 09:15:26

In my profile, probably my Date of service and disability and stuff like that. Pretty much everything connected to me.

[Facilitator] 09:15:37

Okay. Okay.

[Participant 6] 09:15:39

Oh my like information if I have any allergies or whatever medications I'm on that kind of stuff.

[Facilitator] 09:15:46

Okay. Sorry, it's expected. Information about you including medications, allergies, that sort of thing.

[Participant 6] 09:15:54

Yeah, so pretty much like me or the doctor wanted to pull it up. They can look real quick.

[Participant 6] 09:15:58

Oh, okay. This is pretty much the quick history of you.

[Facilitator] 09:16:01

Okay, thank you. So you've been brought to this page. What would you do next?

[Participant 6] 09:16:08

To try to find my stuff.

[Participant 6] 09:16:13

That go to profile doesn't work in my name doesn't work. I don't know if it's hit back.

[Participant 6] 09:16:18

Oh, the health care works.

[Facilitator] 09:16:18

Oh

[Participant 6] 09:16:25

But that's pretty much what we were just looking at at the other page.

[Facilitator] 09:16:29

Would you mind scanning the page that you're on to just, and let me know what you think this page is.

[Participant 6] 09:16:38

The one I'm on right now. Probably like a home page. I would assume.

[Facilitator] 09:16:45

What's a home page?

[Participant 6] 09:16:48

I assume like the first page you go to when you sign in kind of thing.

[Facilitator] 09:16:52

Okay. Are you able to scroll down or do you have to hit the back button? Okay, sorry.

[Participant 6] 09:16:57

Oh, back button. I wonder. I was like, why is nothing working? Scroll down.

[Participant 6] 09:17:01

Okay, there we go. I can scroll down

[Participant 6] 09:17:07

Scar your most team reveal .

[Participant 6] 09:17:23

Sorry, what was I looking for?

[Facilitator] 09:17:25

You're looking for the notes from your doctor about what was decided about your care for a particular appointment that you have for the last appointment you had with your doctor.

[Participant 6] 09:17:34

Oh, okay.

[Participant 6] 09:17:39

So yeah, I guess I would probably get your VA medical records and lab test results.

[Facilitator] 09:17:45

And

[Participant 6] 09:17:45

That one.

[Facilitator] 09:17:49

Does the link work?

[Participant 6] 09:17:51

Yeah. There I go.

[Facilitator] 09:17:52

Oh great.

[Participant 6] 09:17:58

Now in medical records.

[Facilitator] 09:18:08

So can you tell me where you think you are now?

[Participant 6] 09:18:08

Wow.

[Participant 6] 09:18:12

Deep. I found care notes and summaries. I would assume it'd be in there.

[Facilitator] 09:18:19

Okay. Why don't you try clicking? Let me know.

[Participant 6] 09:18:23

Yeah, yeah, visit discharge.

[Participant 6] 09:18:29

Yeah, I found it finally.

[Facilitator] 09:18:34

What did you find?

[Participant 6] 09:18:34

The summary notes.

[Facilitator] 09:18:37

Okay.

[Facilitator] 09:18:41

Would you mind?

[Participant 6] 09:18:45

Oh, there's allergies and stuff.

[Facilitator] 09:18:50

So I'm seeing, would you mind kind of finding the specific notes for like your last appointment?

[Participant 6] 09:18:57

Oh. 2023. Yeah.

[Participant 6] 09:19:06

Primary care.

[Participant 6] 09:19:16

Airplane engine provider and Everything.

[Participant 6] 09:19:28

I would assume it'd be this.

[Facilitator] 09:19:32

Thank you. Yeah, thank you. This is definitely where we're helping you to end up.

[Participant 6] 09:19:36

Yeah, after visit, yeah.

[Facilitator] 09:19:40

So. Obviously this summary came out of your last visit. So your last appointment with the doctor.

[Facilitator] 09:19:49

Do you think that you would want to expect to be able to get to the details about that appointment? Like for example, Say that you have like 4 different doctor appointments last week and you're like, which one was that?

[Facilitator] 09:20:02

Would you? Want to click from here. To the information about the appointment.

[Participant 6] 09:20:11

Yeah or haven't really even had it like, cause this looks like it has 8 am then 11 am.

[Facilitator] 09:20:12

Can you tell me why?

[Participant 6] 09:20:18

So I don't know if there's 2 different labs, cause it says purple. Next to Clinic and then the other one says Clinic Labs.

[Participant 6] 09:20:26

So I was to me that looks like it's 2 different appointments or they put in 2 different labs.

[Participant 6] 09:20:31

I don't know if you wouldn't talk to a doctor and then blood drawn. That's 2 different things or one thing.

[Participant 6] 09:20:37

But if it was 2 different things, you think it would be down further or have like a little separation so you would know.

[Participant 6] 09:20:43

Broken down better I guess.

[Facilitator] 09:20:46

Okay. Alright, thank you. So let's say that you have. A couple things that you came to the website to do today.

[Facilitator] 09:21:02

See if you owe any payments. To the VA for a past health appointment like you know say that you went and visited a specialist and you now owe you know, however much money for like an x-ray they did of you.

[Facilitator] 09:21:16

And you also wanna check on the status of a disability claim. So using this website, how would you do those 2 things?

[Participant 6] 09:21:26

Just at the back button.

[Facilitator] 09:21:28

Okay.

[Participant 6] 09:21:30

I don't think anything works unless I do that.

[Participant 6] 09:21:37

Yeah, kick it.

[Facilitator] 09:21:37

What would you do if this was a real website and all the links worked? What would you do?

[Participant 6] 09:21:43

Probably start at the beginning. And go back to the main home page or whatever you wanna call it.

[Facilitator] 09:21:46

At the beginning.

[Facilitator] 09:21:50

Was that where you signed in or was that the one?

[Participant 6] 09:21:55

Oh, what's this one?

[Participant 6] 09:21:59

So mess up somewhere.

[Participant 6] 09:22:05

Not this page, that's too far. Like this page I would assume. This is your home page right?

[Facilitator] 09:22:12

Okay.

[Participant 6] 09:22:14

Yeah, my VA. So I would assume I would start here. And I'm looking for bills in my disability said right.

[Participant 6] 09:22:23

Yeah.

[Facilitator] 09:22:23

Your disability claim and any bills you may owe. Can you tell me why before we keep going? Can you tell me?

[Participant 6] 09:22:26

Oh, I found it. Okay.

[Facilitator] 09:22:30

Why would you start here? Like why would you expect that information to be here?

[Participant 6] 09:22:37

I just figured like the homes like the hub and you would. You would hope to be able to get everywhere from there.

[Facilitator] 09:22:42

Okay. Okay.

[Participant 6] 09:22:43

Or find everything. And I'm not supercomputer. Tech savvy so I would just assume go to the beginning restarted.

[Participant 6] 09:22:53

Kind of go out. I'm sorry.

[Facilitator] 09:22:55

And by the that makes no sense by the hub. What's in a hub? You know, in this hub, you know, like You said this is the hub.

[Participant 6] 09:23:06

Like the whole page, like kind of like to me, like all the stuff you have down here. You find like kind of up here but those like these kind of take you to it immediately.

[Participant 6] 09:23:17

I guess they don't even do it. Cause it's just pretty much help and stuff.

[Facilitator] 09:23:23

Okay. Okay, thank you. So.

[Facilitator] 09:23:28

Are you able to find the status of your disability claim and any money, you know, what you might owe the VA for your

[Participant 6] 09:23:35

I found the outstanding deaths right here. Manage your VA bills and manager.

[Participant 6] 09:23:43

Should I click on that?

[Facilitator] 09:23:45

So which of those would you? Which of those would you click on?

[Participant 6] 09:23:48

To find it out. What was it again? Sorry.

[Facilitator] 09:23:51

So you have an appointment and you were charged money for whatever they did to you in that appointment.

[Participant 6] 09:23:58

I would assume mainly by bills because it wouldn't be that yeah, I don't think Is that as you owe it?

[Participant 6] 09:24:06

And I would assume this.

[Facilitator] 09:24:09

Okay.

[Participant 6] 09:24:10

Yeah, you O 3 facilities. So yeah, I would click on that.

[Facilitator] 09:24:16

Okay.

[Participant 6] 09:24:19

And now find my disability.

[Facilitator] 09:24:22

Sticking with this for a little bit longer. How would you pay this?

[Participant 6] 09:24:23

Sorry.

[Participant 6] 09:24:30

Oh, that one's 0. 2, 3 of it. Says check details and resolve this bill.

[Facilitator] 09:24:35

Okay.

[Participant 6] 09:24:36

So I assume that

[Participant 6] 09:24:40

Yes.

[Participant 6] 09:24:44

And then one of the, oh, that would not request or pay the bill.

[Participant 6] 09:24:54

Oh, then they have pay online pay by phone email person.

[Participant 6] 09:25:00

That's pretty helpful.

[Facilitator] 09:25:04

And if you were to try and pay. Online. Which of those options would you choose?

[Participant 6] 09:25:11

The pay online.

[Participant 6] 09:25:26

Now I gotta go to another website.

[Facilitator] 09:25:29

Is that what you think would happen?

[Participant 6] 09:25:31

But telling me I have to pay directly for my bank account or debit card. Debbie or credit card on pay.

[Participant 6] 09:25:38

Gov. Website. Then down here is the tab.

[Facilitator] 09:25:41

Is paid up. Would you mind clicking on that? Sorry.

[Facilitator] 09:25:51

Alright.

[Facilitator] 09:25:56

What would you do now?

[Participant 6] 09:25:59

Read all this and go from there, I would assume. Continue. Sure, maybe look at it first.

[Participant 6] 09:26:08

Yeah, obviously fill all this out I'd assume.

[Facilitator] 09:26:12

So. Where are you now? You said it's another website.

[Facilitator] 09:26:16

Are you still with the VA or are you somewhere else?

[Participant 6] 09:26:19

It says it is a medical care co-payment, but I am not sure it's. I'm on a United States government website.

[Participant 6] 09:26:30

So I don't think I'm on the VA anymore.

[Facilitator] 09:26:33

Okay. How does that make you feel?

[Participant 6] 09:26:36

Account.

[Participant 6] 09:26:40

Yeah. Not the best, but not the worst.

[Participant 6] 09:26:46

This, well, it's kind of weird that they took me out of the VA site and put me into some other site and put me into some other site not just had it all right there.

[Facilitator] 09:26:46

What would the worst be?

[Facilitator] 09:26:57

Yeah, that's fair. How would you get back? To be a dot go after this like you know you're like oh that's right I need to check on the status of my disability claim.

[Facilitator] 09:27:08

How would you get there from here?

[Participant 6] 09:27:10

The backbone.

[Facilitator] 09:27:12

That's okay.

[Participant 6] 09:27:16

Cause I don't remember the VI know there's like 4 sites assigned into.

[Participant 6] 09:27:22

There's like my VA or something, but yeah. So just to go home from here. I would assume like that.

[Facilitator] 09:27:31

Okay.

[Participant 6] 09:27:33

And find.

[Participant 6] 09:27:39

Well, there's disability.

[Participant 6] 09:27:46

But I have to check mine, right? Oh, it's clean or peel.

[Participant 6] 09:27:54

See what that is.

[Participant 6] 09:28:06

This tool will try to do.

[Participant 6] 09:28:16

Oh. Sorry, I'm not signed in now.

[Facilitator] 09:28:21

I believe that is the, that is because the prototype is wonky. So I'm sorry for that under normal circumstances.

[Participant 6] 09:28:27

No, it's okay. Okay, cause it says sign in up here and then down here it's like you can use this if you're signed into one of these.

[Facilitator] 09:28:29

You would be still signed in.

[Facilitator] 09:28:37

Yeah. But if you click on the sign in, I'm pretty sure that link is enabled.

[Participant 6] 09:28:43

Cool. Okay, so I assume I'm signed in now.

[Participant 6] 09:28:49

Right, yep, okay. Calling.

[Participant 6] 09:28:58

Your claims are

[Participant 6] 09:29:08

Why not the right thing?

[Participant 6] 09:29:20

Sorry.

[Facilitator] 09:29:21

No, you're good. Can you tell me where you're looking for?

[Participant 6] 09:29:25

The disability? Oh, I think I'm in the completely wrong area because this is claims.

[Participant 6] 09:29:33

That's not helping anything.

[Participant 6] 09:29:38

So I saw disability, didn't I?

[Participant 6] 09:29:48

Yeah, disability compensation, including claims based on such. Oh, automobile closing allowance. That's not what I'm looking for.

[Participant 6] 09:30:07

I looking at the room. There's home.

[Participant 6] 09:30:12

Disability.

[Participant 6] 09:30:17

Fine. Yeah. I have absolutely no idea.

[Facilitator] 09:30:23

Can you tell me, what exactly kind of are the words that you're looking for here?

[Participant 6] 09:30:28

Yes, Like something. Related to that I guess.

[Facilitator] 09:30:30

Disability. Okay.

[Facilitator] 09:30:37

I, if, yeah, let's click out of this, which I think again in the normal website you just click somewhere but since it's a prototype yeah alright, so if you look at those 2 tabs under where it says Jesse, my VA and my healthevet.

[Participant 6] 09:30:52

Okay.

[Facilitator] 09:30:53

Can you tell me what you would think would be in my VA?

[Participant 6] 09:31:01

Probably documents like DD 2 14 and stuff like that.

[Facilitator] 09:31:05

Okay. That makes it.

[Participant 6] 09:31:06

Just like the military. Probably paperwork that I probably don't need or have anything to do with like filing on their end or whatnot.

[Facilitator] 09:31:13

I see. Okay, so it would be documents around really that you know like kind of specific service related documents.

[Participant 6] 09:31:24

Service related.

[Facilitator] 09:31:28

Okay. And my healthevet, what do you think would be in that section?

[Participant 6] 09:31:35

So it's like your doctor's appointments or setting up doctor's stuff or medications or history of medications and Like a doctor E hub, I guess.

[Participant 6] 09:31:46

You get all your information. Or pillar. Pharmacy refills and a lot, Jess.

[Facilitator] 09:31:48

Okay, and then doctor.

[Facilitator] 09:31:57

And I know you said so when you were signed in and it took you to what you called the home page and it had kind of information about you.

[Facilitator] 09:32:05

Where do you think That would be?

[Participant 6] 09:32:12

Like my overall information or like the health information.

[Facilitator] 09:32:18

If you remember there was that one page it said that it had kind of disability and it's how you got to the pay doc of you know like it were kind of

[Participant 6] 09:32:26

Oh, I had like all my stuff pretty much broken down. I would like to assume me my healthy

[Facilitator] 09:32:32

Okay, what makes you think that?

[Participant 6] 09:32:34

That's, that's more recent. And I would assume you're not. In the service using that.

[Facilitator] 09:32:41

Okay.

[Participant 6] 09:32:41

But they might be. To me, it just makes more sense to have it in there because it seems like, oh, it's a kind of a breakdown of you.

[Participant 6] 09:32:49

As a person. Or my VA I feel like it's just like your service. Stuff.

[Facilitator] 09:32:50

I see.

[Facilitator] 09:32:55

Okay, kind of pretty. Getting out of service.

[Participant 6] 09:33:00

Yes, yes, sorry. It's kind of hard to explain.

[Facilitator] 09:33:03

Thank you. I appreciate it. Thank you for your patience. Okay, would you mind clicking on my VA?

[Participant 6] 09:33:13

Look back, cause it's not. There it goes. Okay.

[Facilitator] 09:33:21

So if you were to describe this page to someone, how would you describe it?

[Participant 6] 09:33:43

Basic. Got a lot. There's not a lot going on, there's stuff going on, but not a lot.

[Participant 6] 09:33:52

It doesn't seem very helpful. Does that make sense?

[Facilitator] 09:34:00

What would helpful look like?

[Participant 6] 09:34:02

Just a little more, let you know what's in there. Like this has like a little breakdown on the sites.

[Participant 6] 09:34:10

Of like health care.

[Participant 6] 09:34:13

But then you go down to deaths and stuff and there's like nothing. Just like you had a clip to go inside of it.

[Participant 6] 09:34:20

If you like had like a little like Almost like telling you what you old or maybe or This is like outstanding debts or or debts of maybe like show how much it is.

[Participant 6] 09:34:33

Well, I'll have to going into it.

[Participant 6] 09:34:42

Or even like the refill tracker prescription tab maybe a prescription or You need to refill. If you need one.

[Participant 6] 09:34:51

Kind of thing.

[Facilitator] 09:34:53

So kind of more specific links to like things you can do.

[Participant 6] 09:34:57

Yeah. Well, not like not make it dumb proof, but like. Help the older people who don't know how to use computers a little better.

[Participant 6] 09:35:06

Kinda walk them through it.

[Participant 6] 09:35:10

It's like I'm young and I don't know that much. I assume the older people are just absolutely baffled by this.

[Facilitator] 09:35:15

I was gonna say I was like, it's pull, I say older, but I feel like I struggle a lot with things.

[Facilitator] 09:35:23

Would you mind clicking on where it says my healthevet at the top next to my VA?

[Facilitator] 09:35:33

Now, can you tell me what this page is?

[Participant 6] 09:35:42

The same thing that I just looked at.

[Facilitator] 09:35:46

Okay.

[Participant 6] 09:35:47

There's not much of a difference.

[Facilitator] 09:35:50

Makes me say that.

[Participant 6] 09:35:53

Okay. Looks the same. But just kinda

[Participant 6] 09:36:04

It's the same but just enough difference that it's like, oh. It's what's out, I'll lay differently.

[Participant 6] 09:36:10

Or layout is different. That's what I'm trying to say. Same same information. Like I seem to take me to the same places.

[Facilitator] 09:36:10

Oh. Visually.

[Facilitator] 09:36:16

I see. Okay. So if you were to describe this page to like another veteran.

[Facilitator] 09:36:26

How would you describe it?

[Participant 6] 09:36:37

Like, it looks like a website.

[Participant 6] 09:36:42

Like all the others.

[Participant 6] 09:36:45

I just I don't I don't I guess I don't understand the question

[Facilitator] 09:36:50

Is this So is this a website or is this a web page?

[Participant 6] 09:36:55

Oh, sorry, web page, I guess. Yeah, what page?

[Facilitator] 09:36:57

Okay. I guess if you were talking to someone and You were trying to describe the difference between my VA page.

[Facilitator] 09:37:07

And this page. How would you describe those if at all or you're like they're the

[Participant 6] 09:37:08

Oh.

[Participant 6] 09:37:12

I would just tell them they're Just go on to whatever one makes you comfortable. Cause they're the same.

[Facilitator] 09:37:18

Okay, thank you.

[Participant 6] 09:37:19

Whatever you find easier to navigate go with that one because to me they look the same but They're somehow different but they're somehow the same.

[Facilitator] 09:37:30

Thank you. Alright. So let's say.

[Facilitator] 09:37:40

Let's imagine that you recently got put on blood thinner medication. And your doctor ordered blood tests 2 weeks after you started the medication just to make sure that it's working.

[Facilitator] 09:37:53

Where would you look for the results of those blood tests?

[Participant 6] 09:38:02

In here or can I go wherever? Oh Perfect.

[Facilitator] 09:38:05

You can go wherever.

[Participant 6] 09:38:11

Well, since I'm already here, I might as well use this.

[Participant 6] 09:38:27

So I'm just trying to find my test results. For my blood or

[Participant 6] 09:38:37

I would assume this.

[Facilitator] 09:38:39

Okay.

[Participant 6] 09:38:43

Yeah, it's blood.

[Participant 6] 09:38:46

Yeah, I would assume this.

[Facilitator] 09:38:49

That makes sense. Now let's say. You're confused because something is flagged.

[Facilitator] 09:38:59

Like there's just kind of like a, oh, this is higher. This is low. And you wanted to ask your doctor what that meant.

[Participant 6] 09:39:05

Right.

[Facilitator] 09:39:05

How would you? Communicate with them starting from this page.

[Participant 6] 09:39:22

Fe, that doesn't work.

[Facilitator] 09:39:27

Why would you choose?

[Participant 6] 09:39:27

Feedback. I don't know if that goes to a doctor or what that goes to.

[Facilitator] 09:39:33

Okay. What makes you think of feedback?

[Participant 6] 09:39:37

Oh, wait. Oh, just feedback like give. I don't know. Cause I guess they wouldn't need my feedback on it.

[Participant 6] 09:39:47

So I guess maybe that's not right, but I'm seeing this understanding results.

[Participant 6] 09:39:54

Oh, you can add you have a question, a team. Okay, yeah, I guess I'll compose a message in here.

[Participant 6] 09:40:00

To feedback, maybe it's just about the website or web page. Called.

[Participant 6] 09:40:08

Okay, so compose a message.

[Participant 6] 09:40:13

For you

[Facilitator] 09:40:17

That's okay, you can stop here. You don't need the message. Thank you.

[Participant 6] 09:40:18

Okay, sorry.

[Facilitator] 09:40:23

So last kind of a little activity to ask you to do. Let's say you're gonna go see a specialist in a VA medical center that you've never visited before.

[Facilitator] 09:40:37

So I live close to Portland. Let's say that they're gonna send me to the other one, which is in Roseburg, which is about 2 h south.

[Facilitator] 09:40:45

And you know, you wanna make sure that you know where you're going. Basically, you need to find the address to the place.

[Facilitator] 09:40:53

So how would you figure it out? How to find the address for your next appointment with a specialist.

[Participant 6] 09:41:01

Oh, here we go.

[Participant 6] 09:41:04

I don't even have any idea. To where to begin with that.

[Participant 6] 09:41:11

So the appointment is set and everything is right. So I'm all good to go. I just need to find the address.

[Participant 6] 09:41:18

Okay.

[Facilitator] 09:41:27

Thank you. Tell me why you went up to look in that health care section. Or why you click on that tab.

[Participant 6] 09:41:35

I don't. How do you know? Healthcare because the appointment maybe.

[Facilitator] 09:41:43

Okay, thank you.

[Participant 6] 09:41:44

One of the doctors.

[Participant 6] 09:41:49

Schedule, schedule managed health appointments. Maybe.

[Participant 6] 09:41:59

Okay.

[Participant 6] 09:42:06

I was hearing So, channel pay more resources

[Participant 6] 09:42:16

Just schedule a request.

[Participant 6] 09:42:29

Health facilities phone number.

[Participant 6] 09:42:35

I'm not seeing where I would find my next appointment even.

[Facilitator] 09:42:38

Okay.

[Participant 6] 09:42:39

That would be.

[Participant 6] 09:42:48

Okay.

[Participant 6] 09:42:52

No, that doesn't work. I don't think I'm in the right area. Can I back out and look or?

[Facilitator] 09:42:58

Bye bye. Sure. Yeah, whatever you would do next at this point.

[Participant 6] 09:43:00

Do it in the afternoon.

[Participant 6] 09:43:06

Fine my next appointment. Address.

[Participant 6] 09:43:15

You still don't work.

[Facilitator] 09:43:17

Looks like you would click on your name at the top. Is that I'm just seeing your mouse hover over there?

[Participant 6] 09:43:21

Yes.

[Participant 6] 09:43:25

Yeah, yeah, I was trying to, was telling me no. Hello, cause this, I don't know if you can see the finger pops up, but then there doesn't.

[Facilitator] 09:43:26

Is that what you are trying to click on?

[Participant 6] 09:43:36

So that doesn't work. So I couldn't.

[Participant 6] 09:43:46

Schedule and manage appointments. But there's there's fine VA locations, but I don't know where it's at, so I can't really do that.

[Participant 6] 09:44:01

We Am I looking for the place you sex you said about Portland?

[Facilitator] 09:44:13

Oh, I'm sorry. That was just me having an example. So whatever your next appointment. Sorry for the confusion.

[Participant 6] 09:44:14

Are you just giving an example? Okay.

[Participant 6] 09:44:19

That's all right. Cause like, I know she's in Portland. So next appointment.

[Participant 6] 09:44:30

For August.

[Participant 6] 09:44:34

Wait now. Are we good? Well, that would have already passed. This is July thirteenth.

[Participant 6] 09:44:43

So the twentieth or a video point would be at home. So I'm assuming this is August one.

[Facilitator] 09:44:50

I don't know some details. What would you do at this point? I guess, if you wanted to find out more about the August one.

[Participant 6] 09:45:00

So I wanna figure out the address you said.

[Participant 6] 09:45:05

Portland, I can't click there. Can't click there.

[Facilitator] 09:45:10

Okay, why would you, can you help me to understand why you'd click on the details link?

[Participant 6] 09:45:16

I would assume the details would tell me what my appointment is and maybe give a little more. Or even have like the Portland Medical Center and have like their information underneath or the phone number and jazz.

[Facilitator] 09:45:22

Okay.

[Facilitator] 09:45:28

Okay, thank you. That's helpful. If you scroll to the top, the details link.

[Facilitator] 09:45:32

For the top one does work. So again, like I'm sorry, the prototype is wonky.

[Participant 6] 09:45:34

Oh.

[Participant 6] 09:45:38

Oh my god. Yeah, I didn't know if this was supposed to be real.

[Participant 6] 09:45:43

It's obviously the first 30 past, but.

[Facilitator] 09:45:45

Yeah, sorry.

[Participant 6] 09:45:47

Oh yeah, like see, yeah, directions. Yeah, that's right. That's where you would think you'd expect to see.

[Participant 6] 09:45:52

Hypertension okay yeah

[Participant 6] 09:45:56

Sorry, I want directions.

[Participant 6] 09:46:01

The directions don't work.

[Facilitator] 09:46:03

But that's where you would look for. Yeah, thank you. How would you get back out to that kind of larger appointments area that you were at before?

[Participant 6] 09:46:05

Yeah.

[Facilitator] 09:46:16

Or the list of all your appointments.

[Participant 6] 09:46:20

This one. Yeah, just back. Yeah.

[Facilitator] 09:46:22

Sorry, I didn't, oh you click the back button. Okay, thank you.

[Facilitator] 09:46:27

So. Thank you. That's really, that's helpful. To kind of see how you navigate all that.

[Facilitator] 09:46:34

I have a question about if you see underneath where it says start scheduling in blue. Upcoming past and requests.

[Participant 6] 09:46:39

Okay.

[Facilitator] 09:46:43

What do you think would happen if you were to click on the request link?

[Participant 6] 09:46:50

If I was to click on this.

[Participant 6] 09:46:54

For appointments, I would assume. It pops up.

[Participant 6] 09:47:01

Saw earlier I think we're with asked like

[Participant 6] 09:47:07

I don't know how to describe it. I just saw it. Can I click back?

[Facilitator] 09:47:15

I think so. I don't know where it will come back. We'll take you.

[Participant 6] 09:47:15

Yeah.

[Participant 6] 09:47:20

Yes. So what was the, sorry, what was the question again?

[Facilitator] 09:47:22

Okay.

[Facilitator] 09:47:26

If you click back, you have Let's see. Okay. And what is this thing?

[Participant 6] 09:47:30

Call the request. Yes. See, I would expect this kind of thing to be in there.

[Participant 6] 09:47:40

New message, or compose a new message.

[Facilitator] 09:47:42

Okay, so you think by clicking requests it would take you to send a message.

[Participant 6] 09:47:47

Yeah. So essentially you kind of make a message to request something.

[Participant 6] 09:47:54

They're not mine readers, I assume.

[Facilitator] 09:47:56

You're not? Definitely, right? So what does this kind of request mean? In that section.

[Participant 6] 09:48:06

Here's what I'm looking at.

[Facilitator] 09:48:09

In that if you go up to. Yeah, go back to where you were.

[Participant 6] 09:48:15

Yeah, so.

[Facilitator] 09:48:16

So what does requests mean kind of in this context?

[Participant 6] 09:48:22

Meaning I need a request for a schedule change and my appointment may be at a new location.

[Facilitator] 09:48:29

Okay.

[Participant 6] 09:48:34

I don't know. Request.

[Participant 6] 09:48:38

Assistance because some people need assistance going to their appointments maybe.

[Participant 6] 09:48:44

So the bus service or whatever.

[Participant 6] 09:48:48

Just, anything that has to do with your appointment. Or questions even?

[Facilitator] 09:48:48

So.

[Facilitator] 09:48:54

Okay, so any kind of requests or questions? That is kind of associated with an existing appointment that you have.

[Participant 6] 09:49:01

Yeah.

[Facilitator] 09:49:04

Thank you.

[Facilitator] 09:49:08

So kind of thinking more broadly. Now that you're kind of more familiar with the site.

[Facilitator] 09:49:18

And the ways in which kind of things are organized. If you could design this website. How would you organize the different types of benefits and resources?

[Facilitator] 09:49:27

You know, we've got disability resources, we've got health resources, some people get education benefits and housing benefits, that sort of thing.

[Facilitator] 09:49:36

Where would you put all those things? Like how would you organize them so that veterans could find them quickly and efficiently?

[Participant 6] 09:49:49

I feel like I'd make health care the most prioritized stuff. I would, I don't know, you would come to VA, benefits and healthcare.

[Participant 6] 09:50:02

They're like, I guess the education and how I would have the very minimum bottom like that stuff.

[Participant 6] 09:50:10

I don't know why you would have that in here. And that's somewhere else.

[Participant 6] 09:50:13

But yeah, I'd mostly make it healthcare and then like your benefit stuff. Have that all together.

[Participant 6] 09:50:20

The billing, all that pretty much anything you do for doctor stuff and to have on here and together.

[Facilitator] 09:50:26

Okay. Why do you?

[Participant 6] 09:50:30

Sorry for that.

[Facilitator] 09:50:33

Why do you think that things like housing and education and those other types of things should not be here?

[Participant 6] 09:50:42

It's not that they're not important, but I don't understand them. How they fit into I get their benefits.

[Participant 6] 09:50:51

But I don't understand what that's to do with healthcare. Like to me this is You wouldn't go to a doctor's website and be like, oh, I can get a house.

[Participant 6] 09:51:00

Right, go to school. Like a few of those would be somewhere else like a GI 9 11 bill or whatever those things are.

[Participant 6] 09:51:08

Somewhere with that or leaving an education tab or something

[Participant 6] 09:51:13

What's it called? Who said web pages? I could have its own separate thing. A different web page.

[Facilitator] 09:51:13

So. Huh. It's a little cider page.

[Facilitator] 09:51:22

Yeah. So if you were to describe this website va.gov to another veteran, how would you describe it?

[Participant 6] 09:51:35

Good luck navigating. Hope you find what you're looking for.

[Facilitator] 09:51:37

Oh no. Yeah. What kinds of resources are on via DACA?

[Participant 6] 09:51:47

Like you can make your appointment. It looks like you could talk to a doctor and check on your prescriptions in your records and all that.

[Participant 6] 09:51:55

It looks like it means well. Like it has. Most of the stuff I would assume you would need.

[Participant 6] 09:52:03

I guess I feel like it does its job, but it's just. Cluttered.

[Facilitator] 09:52:10

So for UVA. Gov is primarily about healthcare.

[Participant 6] 09:52:14

Yeah, I don't know what I personally don't. Know what else I would use it for but I'm sure other people utilize it for other things.

[Participant 6] 09:52:24

But for me personally, yeah. Just the healthcare stuff.

[Facilitator] 09:52:29

That makes sense. I mean, that's the stuff that usually requires the most ongoing kind of work. Stuff involved with it.

[Facilitator] 09:52:38

Alright, I have a couple more questions for you if you're still up for it.

[Participant 6] 09:52:41

That's right.

[Facilitator] 09:52:43

Have you heard the term VA priority group before?

[Participant 6] 09:52:47

No.

[Facilitator] 09:52:48

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

[Participant 6] 09:52:54

A scam.

[Facilitator] 09:52:56

Oh no! What makes you think it's a scam?

[Participant 6] 09:53:00

It just sounds weird. Like how would you?

[Participant 6] 09:53:05

How would you figure out who is a priority and who's not?

[Participant 6] 09:53:10

Like, like someone missing a lib would be more priority than someone needing.

[Facilitator] 09:53:10

A priority in what way?

[Participant 6] 09:53:19

Go in and look and get like a rats or something. I don't know. I don't.

[Participant 6] 09:53:24

I feel like there's Obviously like someone with a head problem is just I don't know. I think it's weird.

[Participant 6] 09:53:31

That's a weird question. Or weird things like I don't feel like anyone should be a priority but there's obviously some things that are a priority.

[Participant 6] 09:53:38

It's like, how do you get labeled that?

[Facilitator] 09:53:41

Yeah, bring up some valid points. Well, just to kind of, I had to look this up.

[Facilitator] 09:53:49

I didn't know what a priority group was, but when a veteran applies for VA healthcare, they get assigned to a group that determines how soon the via the VA signs them up for health care benefits.

[Participant 6] 09:53:59

Okay.

[Facilitator] 09:53:59

And how much they pay towards the cost of their care so a veteran's priority group can change as their income changes.

[Facilitator] 09:54:09

Or if their service connected disability gets worse and they receive a higher disability rating, that influences which priority group they're assigned to.

[Participant 6] 09:54:19

Okay.

[Facilitator] 09:54:21

So. With that in mind. If you were, where would you expect to find information about your personal priority group on this website?

[Participant 6] 09:54:32

Absolutely no idea. I didn't even know there was a thing. So I just try to navigate it.

[Participant 6] 09:54:40

Through here or like try to talk to you about it. Is there a thing on here I guess?

[Facilitator] 09:54:43

Yeah, it's not there. You won't find it. Okay.

[Participant 6] 09:54:46

Okay, so yeah, I have no idea.

[Participant 6] 09:54:49

And don't even know I would assume maybe it'd be under my healthy

[Facilitator] 09:54:52

Yeah. I'm sorry, you said that again, there's cough.

[Participant 6] 09:54:56

I assume it'd be under somewhere under my healthy vet. Maybe under like my

[Participant 6] 09:55:03

Disability rating or part of the disability claim stuff.

[Facilitator] 09:55:09

Can you show me how you would get to where you're talking about? I can make sure I understand.

[Participant 6] 09:55:15

Well.

[Facilitator] 09:55:15

Okay.

[Participant 6] 09:55:25

Check your mouth.

[Participant 6] 09:55:31

Maybe in here.

[Facilitator] 09:55:32

Okay, it could be in the medical record section. Again, like it's not there. We're trying to figure out where it makes sense.

[Participant 6] 09:55:38

Yeah, I just know I saw claims and all that stuff, cause that was that weird spot I was stuck in.

[Participant 6] 09:55:45

So maybe like yeah maybe in this disability somewhere you would find it.

[Facilitator] 09:55:51

Okay, so it'd be kind of somewhat connected to your disability.

[Participant 6] 09:55:53

Yeah, I Yeah, I've no, like to me it makes sense to put it with your disability because how else would you get that unless you have a So if you're not gonna get a rating, you know what I mean?

[Participant 6] 09:56:06

Like. One can't happen without the other.

[Facilitator] 09:56:09

Yeah, I see. Would you mind, getting back to the my healthevet kind of landing page where it had all the boxes.

[Participant 6] 09:56:26

Sorry. Must be hard to watch. This one or the

[Facilitator] 09:56:27

Oh, you're good. No. That's the one. Yeah, that's the one I'm talking about.

[Facilitator] 09:56:35

So if you were to put your VA priority group somewhere on this page, where would you put it?

[Participant 6] 09:56:50

Either like Maybe a little. Slot underneath this one, I guess, or well, I don't know what those are called.

[Facilitator] 09:57:00

Oh my. Yeah, those little link things. I don't. There is a technical design term and I don't know what it is.

[Participant 6] 09:57:00

What would this be called? Like a tab?

[Participant 6] 09:57:04

Yeah, maybe.

[Participant 6] 09:57:07

Yeah, I, so I guess a link saying disability or something or. Even a whole different

[Participant 6] 09:57:17

Box like instead of this medical records it would say like disability or

[Participant 6] 09:57:24

Your service connected disabilities and had like a list of things and whatnot and when you got them in.

[Participant 6] 09:57:30

What's going on with them?

[Facilitator] 09:57:33

Okay, so you'd expect it to be in kind of like a record section.

[Participant 6] 09:57:37

Yeah. Not buried somewhere that no one can find it.

[Facilitator] 09:57:42

Sure. Okay.

[Facilitator] 09:57:46

Thank you. Those are all the questions I have for you today. Is there anything that we haven't talked about that you'd like me to know.

[Facilitator] 09:57:56

Or any questions I should have asked you but didn't.

[Participant 6] 09:58:02

I don't think so.

[Participant 6] 09:58:08

Do you like it? I know you had the other people who like the one lady makes the stuff and does the things.

[Participant 6] 09:58:15

Or whatever. Is there a reason why I have to sign into like 4 things to get to? The main thing I went to like

[Facilitator] 09:58:24

Yeah.

[Participant 6] 09:58:26

Cause I get like the security stuff but it's like then I gotta sign in there then check my phone for a number and then put the number in and check my email or something and it's like I have to do like 9 steps just to go on this thing for 10 s.

[Facilitator] 09:58:38

I know. The 2 factor we call that 2 factor authentication. And it's actually required to increase my understanding.

[Facilitator] 09:58:50

I could be wrong and please Melissa and care if you know better than me let me know. It's becoming increasingly required for kind of like all government websites.

[Facilitator] 09:58:59

As a way of ensuring that, you know, people aren't hacked. If like in the future as, You know, as things are.

[Participant 6] 09:59:04

Yeah.

[Facilitator] 09:59:14

All on VA. Gov. Which is this website. You people will be using either login.

[Facilitator] 09:59:23

Gov. Or ID me. And it should be ideally that you click, you log in and then it.

[Facilitator] 09:59:31

Should, you know, like either text you a number. Or email. Is that set up that both of them are happening and if both of them are happening please call a help desk and we can figure out how to like turn off that setting because Either they'll send it to your phone and then you know you put in the number and

[Facilitator] 09:59:50

you should be able to log in. Like that's kind of it should just be 2. Shouldn't it be fine or should it be more than that?

[Participant 6] 09:59:54

Yeah.

[Facilitator] 09:59:58

So if it is. Help desks ideally can help you to rework your settings so that does not happen and it's not this colossal pain in the butt.

[Participant 6] 10:00:08

Oh, okay. That's all right. I don't use it that often so it doesn't matter but like the couple of times I have, it's like to go to my healthevet and then sign in there and then it kicks me back to like, I think you said the ID or whatever.

[Facilitator] 10:00:09

I'm sorry.

[Facilitator] 10:00:22

I do not meet, yeah. And that's

[Participant 6] 10:00:24

Yeah, cause it's like you can only use these 2 it says or something and then it kicks me back and it's like we what am I gonna put in all these numbers and check my email and It's like by the time I wanna do anything.

[Facilitator] 10:00:32

Oh.

[Participant 6] 10:00:34

Like this is a nightmare.

[Facilitator] 10:00:35

Yes, taking 30 min just to get to where you need to go. Yeah, that's not.

[Participant 6] 10:00:38

It's like, and calling is just an absolute no.

[Facilitator] 10:00:39

What?

[Facilitator] 10:00:42

Okay, that's fair.

[Participant 6] 10:00:44

Cause you called and then it's like, cause I live in Pennsylvania. In my Va's an hour and a half away, but I have a VA here so I have to call there then they transfer me through the phone back to here because I can't just call the one here.

[Participant 6] 10:01:00

So it's like at the run around no matter what I do. Either on the phone or online.

[Facilitator] 10:01:03

Yep

[Participant 6] 10:01:05

Just like, stay away from it. I don't want anything to do with it.

[Facilitator] 10:01:08

I'm totally, that makes a lot of sense.

[Participant 6] 10:01:12

Yeah, I don't know if other people have that problem or I'm just. That one special case.

[Facilitator] 10:01:15

No, they do. This is a known pain point. And, and part of why there's like a very concentrated effort to, only use either login.

[Participant 6] 10:01:17

Okay.

[Facilitator] 10:01:28

Dot com or ID me and like basically retire kind of the my healthevet login