**Participant 1**

[Facilitator] 09:10:53

Imagine that you recently had to visit a healthcare provider about a chronic condition.

[Facilitator] 09:11:02

And you want to review. What was the decided for the next steps in your care? You know, like maybe it was kind of complicated and you're like, I just need to remember what they said.

[Facilitator] 09:11:12

In a written down form. So using this prototype, where would you go for this information? And if possible, if you would like kind of talk me through what you're thinking.

[Facilitator] 09:11:24

Like out loud, that would be really helpful.

[Participant 1] 09:11:26

Well, first I would guess log in and then log in and go to medical records.

[Facilitator] 09:11:35

Would you mind logging? You obviously won't really log in, but, just kind of show me how you would do it.

[Participant 1] 09:11:41

Oh, well. Well, create an account. I wouldn't work. Okay.

[Participant 1] 09:11:49

So I can't touch nothing?

[Facilitator] 09:11:50

So you click. Yes, you can, some of the links are enabled, but like I said, because it's not a website we didn't turn on all of them.

[Facilitator] 09:11:57

So it sounds like you clicked on create account and that didn't do. Okay, what would you do at that point?

[Participant 1] 09:11:58

Good. So if I, to create an account, did I put my information like name or whatever they need name address?

[Participant 1] 09:12:10

Whatever to create it. And then. Oops, sorry.

[Facilitator] 09:12:11

Can I ask you a question? Just quickly do you have a va.gov account or do you have an account for this website.

[Participant 1] 09:12:19

Because I think they emerge with E benefits and my health. Didn't they? Are they all?

[Facilitator] 09:12:28

E benefits, yes, and we're in the process of bringing my healthy bed over.

[Participant 1] 09:12:34

Okay, cause I think I, yeah, cause I went to E, but I needed to print out a form and I think they were all kind of merged together.

[Participant 1] 09:12:42

Somehow, like they were all on the same page. Yeah.

[Facilitator] 09:12:43

Okay. By your instincts. Your instinct would be that this census the first time coming here you would create an account.

[Facilitator] 09:12:52

Okay, cool. Instead of creating an account, Let's pretend like you have an account.

[Facilitator] 09:13:00

Like you already have your sign in information. How would you kind of get in?

[Participant 1] 09:13:02

Okay. Go to, via medical record. Like click here and then I would go into my America working and See what the doctor documented and then try and follow it.

[Facilitator] 09:13:07

Okay.

[Facilitator] 09:13:17

Are you? Does the VA medical records like do anything? I kind of forget what we enabled, honestly.

[Participant 1] 09:13:24

Oh yeah. Oh, I know. Yeah, sign in or create an account.

[Participant 1] 09:13:32

Yeah, so I would just click sign in or create account.

[Facilitator] 09:13:37

Okay, so that's like our life in the real world obviously you'd sign in but because this is a prototype.

[Facilitator] 09:13:43

Let's pretend like you're signed in now.

[Participant 1] 09:13:45

And then I would just download all the records. I would see if I can download just specifically for that day in this section.

[Participant 1] 09:13:57

Okay. So you said if I had to follow the direction that the doctor gave me.

[Facilitator] 09:14:01

Yeah, like I'm just imagining, you know, you had a long conversation about what kind of, you know, treatment and care you need for some particular condition and you remember like half of it but you want to review what they said.

[Participant 1] 09:14:15

Okay, I can go into the Karen Nelson summary and then I can see exactly what the doctor put.

[Participant 1] 09:14:23

Donna, follow it.

[Facilitator] 09:14:23

Okay. Can you do that from here?

[Participant 1] 09:14:28

Let me see.

[Participant 1] 09:14:32

Like Premiere K visit. Let's see if I click the details. Yep. I'll order to plan.

[Participant 1] 09:14:47

Okay. Okay, I'll go into new Good. Okay, so I will go into yeah or your treatment plan and then I see exactly what the doctor says.

[Participant 1] 09:15:02

The consultation, emailed, imagery.

[Participant 1] 09:15:10

He passed the education. Help to my other instructions. So I guess this would Kind of tell me what to do.

[Participant 1] 09:15:22

Maybe.

[Facilitator] 09:15:24

Hopefully. So. This kind of summary of your doctor's recommendations for the next steps in your care.

[Facilitator] 09:15:33

They came out of, you know, a conversation that you had while you were in an appointment with the doctor.

[Facilitator] 09:15:40

Do you think you would want or expect to go back to the details of the appointments like from this page, like if you were like, oh.

[Facilitator] 09:15:48

What day was that? Or you know, like I don't know, just wanted to remind yourself about the details of the appointment.

[Facilitator] 09:15:55

How would you get there from here?

[Participant 1] 09:15:58

Hmm. From here, from this page. Oh, okay.

[Participant 1] 09:16:08

Your appointment on June 20 first. It would have. The time, the reason.

[Participant 1] 09:16:19

Well. Comments. Cause normally Cause my, my kids have Duke. Duke and normally it would be listed on like on your past appointments you would see exactly your appointments.

[Participant 1] 09:16:40

So this one. Apartments, yeah, appointments and you have your promise right there.

[Facilitator] 09:16:50

Thank you.

[Facilitator] 09:16:54

So I'm gonna. We're gonna shift gears a little bit. Say that you have 2 things that you need to do today.

[Facilitator] 09:17:04

Really complicated requests, but let's pretend you came to the website being like, I have 2 things I have to accomplish.

[Facilitator] 09:17:11

We need to see if you owe payments to the VA for past health appointments, you know, like any co-pays we might or like, you know, payments for a procedure or something like that.

[Facilitator] 09:17:24

And you also wanna check on the status. Of a disability claim. So past payments to be A and the status of your disability claim.

[Facilitator] 09:17:33

Using this website, how would you find that information?

[Participant 1] 09:17:37

Maybe go to the menu. Your menu does not work. Does it work? Menu?

[Participant 1] 09:17:43

Nope, doesn't work.

[Facilitator] 09:17:44

What would you expect in menu? Can you tell me that?

[Participant 1] 09:17:48

Menu maybe billing. To see Dylan to see if there is past due And, Yeah, that can't cancel.

[Facilitator] 09:17:51

Billing.

[Participant 1] 09:18:06

Well, from this page, maybe it might send you a message saying that there's a balance.

[Participant 1] 09:18:12

2. Maybe.

[Facilitator] 09:18:15

So for you messages, what are messages?

[Participant 1] 09:18:19

Messages would be. Interaction with the hospital so maybe a nurse might send a message that's to my send a message or bill in department like.

[Participant 1] 09:18:32

To get in contact. So maybe they might send a message saying Hey, a bill is due.

[Participant 1] 09:18:39

Could be. And then. To check on the status of disability.

[Participant 1] 09:18:46

I don't know. That I don't know. Cause the check is that, let me go to E benefits.

[Participant 1] 09:18:56

I think, yeah, you're gonna eat breakfast check your status. So I don't. No above the we have that well I don't know maybe now they have I don't know if they have that. Well, I don't know.

[Participant 1] 09:19:10

Maybe now they have, I don't know if they have that information.

[Facilitator] 09:19:11

Would you mind clicking on the VA at the top left hand corner?

[Facilitator] 09:19:17

Again, like I'm sorry if that doesn't do anything because I don't fully know what this prototype does.

[Participant 1] 09:19:21

Yeah, it's not, it's not clicking. Nope, the big. Yeah.

[Facilitator] 09:19:22

Okay.

[Facilitator] 09:19:26

How do you remember where you the page where you signed in? Oh, Jenny says click on back too.

[Participant 1] 09:19:34

Can I go back? Can I hit back? Oh.

[Facilitator] 09:19:38

Yeah, unfortunately that might have taken you out of the prototype. I can reshare in the chat.

[Facilitator] 09:19:45

The link that I sent to you. Oh, perfect.

[Participant 1] 09:19:49

Oh, I don't have the link. Okay.

[Participant 1] 09:19:54

Yeah, so got it. Okay, so we back here. Okay, so from the main page. The The V 8 button does not in.

[Participant 1] 09:20:06

From this screen. Yeah.

[Facilitator] 09:20:07

What would you expect that VA button to do?

[Participant 1] 09:20:12

Maybe break it down to a menu.

[Participant 1] 09:20:16

Or, okay, okay. Close. So if you hit menu, then you hit the search bar and then VA benefits and health care.

[Participant 1] 09:20:27

I guess we can click that and then we can find maybe they have your status. No, it has health benefits and books.

[Participant 1] 09:20:35

Nope. Okay, so. I would just type in, oh you can't type it. So from the search VA dot dot, I would like click the bar and maybe put disability benefit to see any updates.

[Facilitator] 09:20:50

Okay, you would search for disability benefits. Okay, thank you.

[Facilitator] 09:21:01

Seeing anything here that would be, I mean, unfortunately I think it auto searched for health benefits, which isn't quite this.

[Facilitator] 09:21:09

I guess I don't know what does it mean to you health benefits versus disability benefits?

[Participant 1] 09:21:13

Help benefits. For me, I'm thinking about right now like your medical condition right now.

[Participant 1] 09:21:26

The via disability more like for claims in like a status. That's how I feel.

[Facilitator] 09:21:35

And bike claims, you mean.

[Participant 1] 09:21:38

Yeah, like if you claim it for. If you requested an increase in your disability or.

[Participant 1] 09:21:47

Maybe even requesting school. Stuff like that, pension, whatever. That would be in that side, the claim side.

[Facilitator] 09:21:56

Okay.

[Facilitator] 09:22:02

With you, I know that originally you had said you would sign in. Is that something that you would think to do at this point or?

[Participant 1] 09:22:11

Yep.

[Facilitator] 09:22:12

You know, again, like I know the prototypes are like different than using a real website. So we kind of appreciate your patience and imagination.

[Participant 1] 09:22:20

No, no.

[Facilitator] 09:22:21

Alright, how would you sign in?

[Participant 1] 09:22:24

So from here, always to the I guess a blue bar you hit click sign in. Oh, does it work?

[Participant 1] 09:22:33

Oh, let me know. Nope.

[Facilitator] 09:22:33

The sign that doesn't work. Okay. Would you click home? To see where it says home.

[Participant 1] 09:22:42

Yeah. It's this network. Oh, does not work.

[Facilitator] 09:22:48

At home doesn't work.

[Facilitator] 09:22:51

Jenny, how do we get out of this?

[Jenny Wang] 09:22:55

I guess. Restart the link. Or yeah, go back or the link. Sorry about that.

[Facilitator] 09:23:01

Sorry.

[Jenny Wang] 09:23:03

Yeah.

[Participant 1] 09:23:03

Okay.

[Participant 1] 09:23:08

There we go.

[Facilitator] 09:23:17

How would you kind of, access kind of like your personalized. Stuff, you know, your disability.

[Facilitator] 09:23:24

That's kind of specific to you from this like general page.

[Participant 1] 09:23:28

So sign in from here. Hit man menu. And let's see if I have VA benefits and health care right here.

[Participant 1] 09:23:40

And then specific for me. For you all in help here.

[Participant 1] 09:23:53

I guess we all in healthcare.

[Participant 1] 09:23:58

Oh

[Facilitator] 09:23:59

When you had said sign in, can you tell me how you would do that?

[Participant 1] 09:24:04

Oh, can click it. So,

[Facilitator] 09:24:07

Okay, so it's not it's not clicking you are clicking it Okay, thank you.

[Participant 1] 09:24:10

Yeah, it's not clicking.

[Facilitator] 09:24:12

And that was kind of what I just needed to know. I couldn't tell if you were not.

[Facilitator] 09:24:17

Okay. Okay, I'm trying to figure out how. Jenny, how do you sign in?

[Jenny Wang] 09:24:26

Oh, it's enabled on my end. I'm okay, let me. Probably.

[Facilitator] 09:24:30

Okay.

[Facilitator] 09:24:33

Like I told you technology nodes, they're always

[Participant 1] 09:24:37

Yeah, it's not.

[Jenny Wang] 09:24:39

So if you if you click on close

[Participant 1] 09:24:44

Close,

[Jenny Wang] 09:24:45

Yeah. And then click on. Okay, the problem. Okay, sorry.

[Participant 1] 09:24:48

Oh.

[Participant 1] 09:24:52

Okay. Okay. So, okay, what am I doing now?

[Facilitator] 09:25:02

Because it's a prototype you can click any of them. Do you have any of these?

[Facilitator] 09:25:07

Options for logging in?

[Participant 1] 09:25:09

Thank you. So I

[Facilitator] 09:25:16

Okay, it honestly doesn't matter because it's a prototype. I just was curious.

[Facilitator] 09:25:23

Yeah.

[Participant 1] 09:25:25

And then what he claims an appeal and you see the claim for conversations. 2 to 2.

[Participant 1] 09:25:37

Okay. Oh, that's too cold pay bills. That's where you find the bills.

[Participant 1] 09:25:47

Class of BA benefits.

[Participant 1] 09:25:53

Well, education right there. Okay, disability conversation. Okay.

[Facilitator] 09:26:02

Are you able to find what you need here?

[Participant 1] 09:26:05

Yep

[Facilitator] 09:26:06

You tell me, what is this page?

[Participant 1] 09:26:11

I guess it has your benefits like right there. So Hector, Benjamin, Garcia.

[Participant 1] 09:26:18

Army, that's 40. He's at 40%, You that, yes, you have mute.

[Participant 1] 09:26:31

So you can amend. Nope, can't click it. Okay, clean for compensation. Receive June seventh.

[Participant 1] 09:26:42

The messages to unread messages. Next appointment right there with the next appointment. It's a video connect.

[Participant 1] 09:26:52

To refill right here. So it's nice. It has everything on one page. We, yes, we, yeah, that's nice.

[Participant 1] 09:27:03

Get your B Medical record in a lab. So basically this is combine all the website into one.

[Participant 1] 09:27:13

This is neat.

[Facilitator] 09:27:14

When you say combine all the website, what do you mean by that?

[Participant 1] 09:27:17

Cause you have to like before you would have to go to my healthy bed if you wanted doctors medical information, appointments and stuff.

[Participant 1] 09:27:27

And then you would have to go to a benefit to check. So your claim and and if you wanted your document forms or whatever.

[Participant 1] 09:27:35

So having it. All right here is nice. You can see everything. 2 overpayment.

[Participant 1] 09:27:46

They need to see that. The 2 copay bills. That's the benefit I guess every month.

[Participant 1] 09:27:54

Yeah, so it's nice just having all one page, one website.

[Facilitator] 09:28:00

Gotcha. Thank you.

[Facilitator] 09:28:06

Now if you were to like you know you checked your just status or your disability claim and you wanted to you know see if you own and pay any like you know any money that you might owe to the VA how might you do that

[Participant 1] 09:28:28

So for this page, since it shows that it has a debt. We just click where it says manage your VA deck.

[Participant 1] 09:28:36

Just click it. That doesn't work. I will click it and then I would go ahead and I guess pay the bill, get them.

[Facilitator] 09:28:36

Okay.

[Participant 1] 09:28:44

See what. What I have to do to pay the bill back.

[Facilitator] 09:28:50

So you would expect, you know, any kind of money that you owe the VA for like past health care stuff to be in this section that says new debt.

[Facilitator] 09:29:01

Okay. Would you mind scrolling down a little bit?

[Facilitator] 09:29:06

Going. Let's see if these. So what's the difference between So I see 2 over payment debts and 2 co pay bills.

[Participant 1] 09:29:09

Okay.

[Facilitator] 09:29:19

What do you what are those 2 things mean to you?

[Participant 1] 09:29:22

The 2 overpayment, that needs at the VA could be from a disability from This will be benefit payment.

[Participant 1] 09:29:33

They gave too much could be maybe.

[Participant 1] 09:29:39

A loss of a dependent. Or Oh yeah. Oh, error on the government side. Punch the wrong button and they just gave too much money so they would have to take it back.

[Participant 1] 09:29:57

And then the 2 co pay bills like when you had a doctor's visit, that's just your phone pay.

[Participant 1] 09:30:04

It's just a regular copay that you have, to pay back to pay.

[Facilitator] 09:30:11

Which of those would your kind of healthcare related bills kind of be in do you think?

[Participant 1] 09:30:17

Hmm?

[Facilitator] 09:30:18

If it was you know money that you owed because you know because you went to like an appointment or whatever where would that which one would you click on between those 2?

[Participant 1] 09:30:27

The cool pay. Oh, the copay balance. Yep, it worked.

[Facilitator] 09:30:33

Would you mind mocking me through how you would pay this back? Using this website?

[Participant 1] 09:30:38

Oh, right here. So you. Both each facility 300 so Oh, right, we solve it there.

[Participant 1] 09:30:49

Does not work. I will click resolve that and I think it will come like a paid will come up to like put your credit card in to pay it.

[Facilitator] 09:30:50

Okay.

[Facilitator] 09:31:04

Would you mind when you say the first link, Jenny, would you mind scrolling up a little bit?

[Facilitator] 09:31:11

Sorry, Participant, would you mind scrolling up?

[Participant 1] 09:31:14

Which one? Where?

[Facilitator] 09:31:16

Let's see. So when you say the first link, Jenny, do you mean the details link?

[Jenny Wang] 09:31:23

Yeah, so the first, bill. That is.

[Participant 1] 09:31:26

Yeah, it's true. So if you click the detail. Pain, no, or request for the shall help.

[Participant 1] 09:31:35

See, so you will click request financial help or make a payment right here. So if we request, make up payment.

[Participant 1] 09:31:45

Okay, right here before you begin. Right here and continue to form.

[Participant 1] 09:31:53

Did put in. My information, my name, account number. Pay full number, payment amount and then hit continue.

[Facilitator] 09:32:05

Yeah, you don't need to go any further. Do you know where are you right now?

[Facilitator] 09:32:12

Like what is where is this form?

[Participant 1] 09:32:14

This is the medical care co-payment. So if I go, I can go back what you said.

[Participant 1] 09:32:22

Just gonna go back. So to.

[Facilitator] 09:32:26

Would you you would click back. Why would you click? What would you click back for?

[Participant 1] 09:32:31

Oh, to get back to the other page for this is just for the co payment.

[Facilitator] 09:32:37

Is it? I guess are you still on? The like general website where you are at or are you on a different website?

[Facilitator] 09:32:47

Stock me through. Okay. And what is that? What is pay doc go?

[Participant 1] 09:32:47

On a different way.

[Participant 1] 09:32:54

I guess this is the website for the VA to collect money One.

[Facilitator] 09:33:00

Okay.

[Facilitator] 09:33:03

And is that different than.

[Facilitator] 09:33:07

How so?

[Participant 1] 09:33:09

Because it's paid dot-dot-dot, it's not va.com.

[Facilitator] 09:33:13

Okay.

[Participant 1] 09:33:14

Maybe they're, Is this government? It's a government website. We're no longer on the VA.

[Participant 1] 09:33:22

Dot. We are paid that. Oh, they can. Or maybe they're connected.

[Facilitator] 09:33:27

That's what I don't know either. So it's okay. I was just curious.

[Participant 1] 09:33:27

I don't know. Yeah. Yeah.

[Facilitator] 09:33:34

And so to get back to the other website you would click on the back button. Is what I'm hearing.

[Participant 1] 09:33:39

And to the back. Oh. But I'll get back.

[Facilitator] 09:33:41

Jenny can, oh, that's okay.

[Participant 1] 09:33:45

There it is. Okay.

[Facilitator] 09:33:47

You're officially a professional at, relinking back in.

[Participant 1] 09:33:53

What is it really? It will appear. Okay, so Okay.

[Participant 1] 09:34:00

Okay.

[Facilitator] 09:34:05

You click to have the refresh button if that might.

[Participant 1] 09:34:05

Okay.

[Participant 1] 09:34:10

Help it. Oh, no. Okay, let me get out. Oh, hit back.

[Facilitator] 09:34:11

No. Okay.

[Participant 1] 09:34:20

No. I guess it's tired of me.

[Facilitator] 09:34:23

Okay. Oh, Jamie says we just need to wait. Johnny is the prototype extraordinaire.

[Participant 1] 09:34:33

Oh.

[Facilitator] 09:34:33

I. Is this, your first time coming to via.com or have you been to this website before?

[Facilitator] 09:34:44

If you talked about it, you could just tell me.

[Participant 1] 09:34:45

Honey, I think I've been to it once, but I haven't been to it really, cause I've always gone to, I've been to it like once because I saw they're all lined up together now.

[Participant 1] 09:35:00

It's coming? It is. There it is.

[Facilitator] 09:35:05

Okay. So we'll transition to a different one. Thank you for walking me through. How you would check the disability claiming Okay status.

[Facilitator] 09:35:17

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

[Participant 1] 09:35:24

Huh.

[Facilitator] 09:35:31

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

[Participant 1] 09:35:35

A medical record. Okay, I would sign in or create.

[Facilitator] 09:35:47

Why would you sign in?

[Participant 1] 09:35:50

Because it's my personal information. So everybody's, you have to log in. And then.

[Participant 1] 09:35:57

Double all the records. I would, right here, labs and test results.

[Participant 1] 09:36:07

And there we go.

[Participant 1] 09:36:09

Then have the results right there.

[Facilitator] 09:36:13

Would you stop there or would you do anything else?

[Participant 1] 09:36:18

If I just wanted the lap results.

[Facilitator] 09:36:25

Yeah, if you wanted to look at the results of your blood tests to like. I can see if your blood thinner medication is working.

[Participant 1] 09:36:33

I will go into detail. And. Oh, right there. Results.

[Participant 1] 09:36:42

So 5.0 4.5.

[Participant 1] 09:36:49

So.

[Participant 1] 09:36:52

I'm not sure if that's better or worse. I know the numbers are different. It was all 16.0.

[Participant 1] 09:37:01

It should be good.

[Participant 1] 09:37:08

It's CT is low MCB.

[Participant 1] 09:37:15

100, okay right on points. ACK, high FTH side. So in our DW is low.

[Participant 1] 09:37:31

So I would normally the doctor

[Participant 1] 09:37:37

And, so if I wanna know if it's work, you know, check the lab, but also normally the doctor sends a message.

[Participant 1] 09:37:51

It's the doctor who sent a message or if you go into the notes and see. What the doctors says

[Participant 1] 09:38:03

Oh

[Participant 1] 09:38:07

I. Oh, 2. Don't work.

[Participant 1] 09:38:15

You wanna know if you're if the medication is working.

[Facilitator] 09:38:24

Say that for example. You know, you kind of like you said, there were some that said, hi, someone said, that's kind of confusing.

[Facilitator] 09:38:31

And say you just were like, I'm gonna ask my doctor about this. So they can help me understand.

[Participant 1] 09:38:31

Right.

[Facilitator] 09:38:37

How would you reach out to them?

[Participant 1] 09:38:39

Oh, send a message. So go the message. And send a message directly to the nurse. Okay.

[Participant 1] 09:38:50

Send button does not work. And send a message to the Well, for It has like the doctor's name so the doctor or the nurse and you send the email to them and then they will contact you.

[Facilitator] 09:39:08

And you click send. Is that what you said? You clicked.

[Participant 1] 09:39:12

Yeah, I was trying to click. Oh, I click. Okay, inbox work. Okay, so inbox.

[Facilitator] 09:39:21

What would you expect in your inbox?

[Participant 1] 09:39:24

Would be like the messages from messages from the doctors, nurses. And then.

[Participant 1] 09:39:37

Okay, so right here is your lab results right here and come up Can we go? Come on. Not working.

[Facilitator] 09:39:44

That one's turned on.

[Participant 1] 09:39:48

Let's go now, nope, not working.

[Facilitator] 09:39:50

Are you able to like start your own message like proactively reach out from here?

[Participant 1] 09:39:57

Oh me? Yeah. So if you want, just start a new message, compose, and then you would Okay, click nothing.

[Participant 1] 09:40:06

So 2 you will click 2 and you will click the I think the department or the doctor's name and then we pick is a general COVID appointment.

[Participant 1] 09:40:18

Click whichever one. Then you will go to the subject and be like.

[Participant 1] 09:40:24

Lab results. Of follow-up. And then you will put a message. I have just wanted information about my lab results.

[Participant 1] 09:40:33

And It didn't hit soon.

[Facilitator] 09:40:38

Thank you.

[Facilitator] 09:40:42

So. Save from here. You are gonna go see a specialist and you know the VAMC and MBA Medical Center that you've never visited before.

[Facilitator] 09:40:54

And you just wanna make sure that you know exactly where you're going. Like sometimes I go and look up like I check the address and then I put that into my Google Maps.

[Facilitator] 09:41:01

Or whatever. How would you? Find.

[Facilitator] 09:41:07

How would you figure that out? How would you figure out where the BAMC is? From here.

[Participant 1] 09:41:13

Okay. Okay. Kind of lost. So I'm trying so I'm going to a new VA hospital and I'm trying to find a department.

[Facilitator] 09:41:24

Yeah, sorry, that was confusing. I'm fine. So say you're gonna go see a specialist in a VA medical center that you've never visited before and you just wanna make sure you know where you're going.

[Facilitator] 09:41:34

So how would you figure that out?

[Participant 1] 09:41:37

Oh, so, so basically look for the address. If I go. And then I go into appointments.

[Participant 1] 09:41:49

Oops. Yep. Let's try it again. Back to menu.

[Participant 1] 09:41:58

If I go to Oh, I could find a via location. Maybe that can work, maybe.

[Participant 1] 09:42:08

I can try it on a via location. That's one option. Oh, I can try to go to What lives?

[Facilitator] 09:42:09

Oh.

[Participant 1] 09:42:20

Health care. Flat all in health care, how to apply. No, it doesn't work.

[Participant 1] 09:42:33

Okay. I would say go to where your appointments are and it would have the address. Of it.

[Facilitator] 09:42:47

If you click close.

[Facilitator] 09:42:52

Let's see. So is there any way you can find? Appointments. So your instinct would be to go to menu.

[Facilitator] 09:43:00

Is there any other way that you might be able to find your way to your appointment section. From here.

[Participant 1] 09:43:08

Here.

[Participant 1] 09:43:20

From the message.

[Participant 1] 09:43:23

From this page.

[Facilitator] 09:43:26

Yeah, yeah, so you've got like sent off your message that doctor and I'm gonna go check My appointments.

[Participant 1] 09:43:35

Mmm, I am not sure. Because from M be a resource. So, because. Can you send a message to the operator or can you?

[Participant 1] 09:43:53

Well, send a message to the nurse and the question is sending your appointment.

[Facilitator] 09:44:00

And the little SOS.

[Participant 1] 09:44:06

I don't know from this page in this session. Oh, appointment. Oh, not bad. I didn't see that.

[Facilitator] 09:44:11

Hello

[Participant 1] 09:44:14

Okay.

[Facilitator] 09:44:16

And so I just wanna make sure I understand. Did you click where the like blue underline inbox?

[Participant 1] 09:44:22

Oh. It's coming. A phone call was coming in. Okay, so you still there?

[Facilitator] 09:44:32

I'm here.

[Participant 1] 09:44:33

Okay, menu. Oh, I know I just got it. Cause I have once, okay, we went to.

[Participant 1] 09:44:43

Okay, inbox. Close. Whereby we would just in email.

[Participant 1] 09:44:52

Codman close. Manu.

[Participant 1] 09:44:59

No. 20, come back. We would just their email.

[Participant 1] 09:45:12

Healthcare. The Oh.

[Participant 1] 09:45:29

I'm sorry, I'm a little lost. I know.

[Facilitator] 09:45:32

That's okay. It's sorry, the website's confusing, but this is helpful for us to see.

[Participant 1] 09:45:35

I was. No, it was not. It's just that when the phone call came and I click ignored and it just kind of

[Facilitator] 09:45:39

So thank you for being willing.

[Facilitator] 09:45:47

Why don't we try? What happens if you click the sign in?

[Participant 1] 09:45:54

Okay, sign in. Okay.

[Facilitator] 09:45:56

And then you can click any of those because it will all work. And. If you, so there's a.

[Participant 1] 09:46:00

Okay.

[Participant 1] 09:46:06

The appointments right there's appointment.

[Facilitator] 09:46:08

So why don't we? Although I'm curious, would you mind scrolling up?

[Facilitator] 09:46:13

Gonna take you somewhere.

[Facilitator] 09:46:18

Where it says Judy I like that we've given many different names to you have many alter ego's here so it says I guess looking at those.

[Facilitator] 09:46:27

My VA, my healthy web profile and sign out. Where, what do you think?

[Facilitator] 09:46:34

So we've already got, so my VA is what? Could you tell me what you would expect from my VA?

[Facilitator] 09:46:39

The IBA link.

[Participant 1] 09:46:40

Well, my VA right now looks like it's combining everything. So my view would be like the best spot for your doctor's visit.

[Participant 1] 09:46:53

Claim your so basically it has everything on it right now. That's what it's looking like.

[Participant 1] 09:47:01

And then my healthy web would just be strictly for medical records. It's interacting with the doctors.

[Facilitator] 09:47:01

Okay.

[Participant 1] 09:47:09

Labs, stuff pertaining. To your medical, to your health.

[Facilitator] 09:47:18

Would you mind clicking on my healthina?

[Participant 1] 09:47:23

Yeah, appointments, messages, prescriptions, medical records, payments. Medical supply.

[Facilitator] 09:47:36

So let's return to kind of you trying to find, the address for your next appointment.

[Facilitator] 09:47:43

How would you do that?

[Participant 1] 09:47:44

Okay, so and schedule a managed appointments and.

[Participant 1] 09:47:52

Right here, the view appointments. It is perfect here at Portland VM Medical Center. So it has the name of it.

[Participant 1] 09:48:02

If I click Dale, there's the address.

[Participant 1] 09:48:07

I think. Yeah. And it's the click purple main phone number.

[Facilitator] 09:48:11

So from here.

[Facilitator] 09:48:19

How would you get back out? Kind of the other the like larger appointment section where it had all the different appointments.

[Participant 1] 09:48:32

No, not Jesse. That doesn't work.

[Facilitator] 09:48:36

You say you would click on Justin.

[Participant 1] 09:48:38

Back to appointments. Okay, back to appointment. Yeah, try click and it didn't work.

[Participant 1] 09:48:43

So click back to a point.

[Facilitator] 09:48:43

Okay, why did you click on? Can you tell me what you're thinking when you click on Jesse?

[Facilitator] 09:48:49

What should have happened then?

[Participant 1] 09:48:50

Maybe the option for option for her back to appointment. Like I sort of give you, give some options just versus just being blank.

[Facilitator] 09:49:02

Thank you. Options for. Like where to go or what kind of options.

[Participant 1] 09:49:09

Options like pertaining to Judy so maybe her appointments maybe her information maybe her emails like like little, like a menu.

[Participant 1] 09:49:27

That might be too much. Cause you already have to do right next to whatever thing. But with Julie, I would think maybe sign in sign out option or maybe.

[Facilitator] 09:49:29

Okay.

[Participant 1] 09:49:41

Just a close. Option. I would expect something. Versus nothing.

[Facilitator] 09:49:52

No, it's fair. And again, like this is, in the website some they would pop down a couple of options.

[Facilitator] 09:49:58

So again, thanks for your patience with the prototype. So if you see under start scheduling, it says upcoming past and requests.

[Facilitator] 09:50:11

Do you see those? What do you think would happen if you click on the requests link?

[Participant 1] 09:50:16

It should give me, maybe a calendar and options to schedule appointment. But, But with the request, it would have to be.

[Facilitator] 09:50:24

Okay.

[Participant 1] 09:50:32

For specific doctor or Like, see like here you have different doctors specific to a department. So I guess it would give the option for the department and doctor.

[Participant 1] 09:50:48

To.

[Facilitator] 09:50:50

So for you. Looking at the section under appointments with the different options there. Requests would be made so that you could.

[Facilitator] 09:51:02

Request an appointment.

[Participant 1] 09:51:03

From your doctors. Yeah.

[Facilitator] 09:51:07

Alright, thank you. Alright. So now you've, Do you remember scrolling up a little bit?

[Facilitator] 09:51:15

And what happens when you click on the where it says Judy? Anything happened? So if you could design this website, you know, How would you work on the different types of benefits and resources you see here?

[Participant 1] 09:51:18

Do the, yeah.

[Facilitator] 09:51:35

You know, like Via has so many different resources for better ends. And benefits. So how would you organize them?

[Participant 1] 09:51:44

Oh

[Facilitator] 09:51:49

And it has nothing to do with what's under Judy. I just kind of wanted to. See if anything came up when you clicked on that.

[Participant 1] 09:51:56

So how would I do it? Okay, so let's backtrack the question. So how will I organize underneath Judy?

[Participant 1] 09:52:03

Her link or just

[Facilitator] 09:52:04

If you I'm sorry.

[Participant 1] 09:52:08

Yeah, just for her link for Judy or just in general.

[Facilitator] 09:52:14

In general, like you know where would you put I mean like you said, you know in the my VA section they kind of have like a lot of all the different resources.

[Facilitator] 09:52:24

And then when you click on my healthy bed, it tends to be health specific resources. You know where you would put if you were in charge of you know, organizing where all these things were.

[Facilitator] 09:52:36

Where would you put your disability resources and your health resources? And education benefits and housing benefits, you know, all the different things.

[Facilitator] 09:52:45

How would you set that up?

[Participant 1] 09:52:47

It's, set up okay. So yeah, I would put it like in the menu like the menu, like the menu will drop down to the menu like the menu will drop down to everything and then also it has at the All we at the bottom where they have the resource where like more more via resource get via updates so

[Participant 1] 09:53:08

out. Wouldn't I wouldn't change it in a sense, I would keep it. As is.

[Participant 1] 09:53:16

I will keep it.

[Facilitator] 09:53:18

If I keep it, what does that mean? How is it set up now?

[Participant 1] 09:53:21

So bye. So like how like. Like we have Judy, I would just put in profile and to sign out.

[Participant 1] 09:53:31

I wouldn't put my VA. Well. Depends.

[Participant 1] 09:53:38

So it's nice having my VA and my healthy bed right there because she can just click you click right there.

[Participant 1] 09:53:49

But also it's nice having it all at the bottom. So the contacts and the more via resources.

[Participant 1] 09:53:55

Because, Like also. Like the Like, like suppose she's in North Carolina and some was in Florida, they would be totally.

[Participant 1] 09:54:06

Different benefits with the different state benefits. So it would be nice to have like state benefits for each. Individual.

[Participant 1] 09:54:19

So like, like if you're not telling you click and be like, okay, this is a certain benefits you have here.

[Participant 1] 09:54:26

And if you're Texas you can click and it'd be like this is some benefits. You might be entitled to in Texas.

[Participant 1] 09:54:34

So it would be nice just to have. Those resources there.

[Participant 1] 09:54:41

Be nice.

[Facilitator] 09:54:42

Okay. So yeah, having it kind of be like aware of like where the veteran. Lives and having.

[Participant 1] 09:54:56

Yeah, what addresses? So.

[Participant 1] 09:54:58

Whatever the addresses. Kinda doesn't it for their state?

[Facilitator] 09:55:08

Thank you. So I know that we're kind of in the last 5 min, I have a couple more.

[Facilitator] 09:55:16

Questions for you. Have you heard of the term? BA priority group. Before.

[Participant 1] 09:55:24

Yeah, that's your. What do we designate you in as your disability? So if you're, I'm not sure which one is, but if you're 100% your One or 5 is it's strange the numbers but you're the it is your destiny in your percentage whatever you have

[Participant 1] 09:55:46

to send is your that's your number.

[Facilitator] 09:55:49

Okay, thank you. Would you mind clicking on my healthy event?

[Facilitator] 09:55:59

So. I mean you, you know, you sound like you're familiar with the priority group. But.

[Facilitator] 09:56:06

Like just to kind of give a definition like when a veteran applies for health care they get assigned to the group and this group like determines how soon the VA signs them up for health care benefits and how much.

[Facilitator] 09:56:19

They pay towards the total cost of care. And so, you know, priority groups, like a veteran's parody group can change if y'all's income changes.

[Facilitator] 09:56:29

Or if a service connected disability gets worse. And you receive a higher disability rating. So with that in mind, where would you expect?

[Facilitator] 09:56:39

To find information about your personal priority group like on this website in general.

[Participant 1] 09:56:45

Oh

[Participant 1] 09:56:54

And co pay rate maybe that's the code period.

[Participant 1] 09:57:05

Let's try. Let's try the co-pay rate because it's scaling you.

[Participant 1] 09:57:10

Great, so you wouldn't know how much.

[Facilitator] 09:57:17

And just to let you know, we don't actually have this information on there. It's more to kind of, hear where you might expect to find them.

[Participant 1] 09:57:22

Okay, I was like, who's only gonna make a medical, medical record, but there's a department, but there's a department, the VA, and they design it where to put you.

[Facilitator] 09:57:37

So your instinct would be that that information might be with your copay. Information.

[Participant 1] 09:57:41

Yeah, yeah, cause I was thinking because it would tell you your code what you have to pay for.

[Participant 1] 09:57:49

So if you're It depends. I would base it on your, whatever they rate you as.

[Participant 1] 09:57:57

So if you have a, maybe now maybe not. I was just thinking because I didn't see that option for eligibility.

[Participant 1] 09:58:07

Maybe if you go into your copay, you might be able to see it. What they have you waiting as and then You can see how much you will have to pay.

[Participant 1] 09:58:15

I don't know.

[Participant 1] 09:58:16

That's what I was thinking. That's why I went that route.

[Facilitator] 09:58:19

That makes, I mean that makes sense if that influences how much you pay that it might be found in the section where you pay.

[Facilitator] 09:58:27

Is there any other spot you might expect, information about your priority group to be? And again, like it doesn't have to.

[Facilitator] 09:58:34

I think it can be kind of anywhere on this website.

[Participant 1] 09:58:40

I was just thinking. If I go to maybe menu.

[Participant 1] 09:58:49

Okay, education career pension 1,000 system live. So with member bit. Hmm.

[Participant 1] 09:59:00

Maybe the service member Maybe service men benefit or Okay.

[Participant 1] 09:59:11

Oh.

[Participant 1] 09:59:18

Oh.

[Participant 1] 09:59:27

Oh, what's the as you will to find out if you as well for health care benefits and how far the group works.

[Participant 1] 09:59:33

I will go right there.

[Facilitator] 09:59:37

Thank you. That's all the questions that we have. Is there anything else?

[Facilitator] 09:59:44

That we have not talked about. That you'd like me to kind of know and like us to know moving forward.

[Participant 1] 09:59:51

No. No, no, it's fine. It's nice having everything on one website.

[Facilitator] 10:00:00

Well, thank you. Thank you for your