Observer: Tami

Tester: P2

Status: Veteran that uses MHV for VA physician care and pharmacy

View: Web version

**Big take aways**:

**Content strategy**: What is Finance? Why use how to apply for benefits when you already have them… something more relevant?

**Design**: add PCM section… Physician name, clinic contact, clinic location. Expect greater detail in appointments (doctor name and specialty)

**Critical information**: notifications for things like refills due, refill expiring, new info added to health record (labs, charting), status on disability claims

Observations:

- Signs in using the web version of MHV in the authenticated experience/

- Uses MHV primarily for secure messaging providers / clinics and pharmacy refills

- Does not use for changing appointments but uses secure messaging where the clinic calls him for appointment times

- likes secure messaging because he gets quick responses.

- recently discovered the lab results function… likes that he can print and take to his specialist

- pharmacy section should list active medications first with expired meds at the bottom

- in non-VA provider, patient expects to see how he can get care in the community.

Concerns:

What is finance?

Why use term apply for disability benefits… shouldn’t it say adjust or increase disability… users who have healthcare… already have applied and received disability benefits?

Suggestions:

Add search box to header

Add notifications (e.g. new health record information received, xyz prescription is nearing refill, xyz, RX is expired)

In the appointment section, it should include specialty and M.D. so they know what the appointment is for.

The Footer should have the members PCM clinic contact information and hours of operation

When pulling open the VA appointment, you should be able to pull a map to get there, and if a large facility, a facility map on where the clinic is located. Also, clinic hours.