Observer: Tami

Tester: P4

Status: Veteran that does not use MHV… uses phone to speak with clinic and physicians

View: mobile version

**Big take aways**:

**Design**: This user expected greater content on site (radiology, graphic display of labs); more details for non-VA providers (names, health grades); Problem summary.

**Content strategy**: Although user understood health supplies, when she was speaking to the subject, she called them medical supplies for XY conditions.

**Critical information**: route and frequency for medications and access to a social worker. User is a mental health Nurse Practitioner and was perhaps stating the later so that the patient being seen in behavioral health can have rapid access to emergent care by people who know them… vice a generic life line.

Observations:

- Liked page “it has everything a patient may need.”

- general impressions of what to find under each category was in-line with current MHV

Concerns:

Would like to know what my coverage is and what my co-pay is

Suggestions:

Add radiology results (ultrasound, MRI)

Add graphic depiction of lab results over time

Under contact… ad an email option

Under health supplies, stratify by chronic conditions (diabetes, sleep apnea)

Under healthcare by VA and non-VA providers… expect to see a list of provider options by specialty and grades

Add social worker and claim status

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.

Add route and timing to medications

Be able to pull a problem summary (Hx of current medical conditions) in medical records

Be able to see physician notes in health record section to include plan of care.