Observer: Tami

Tester: P6

Status: Veteran that does not use MHV… uses Tricare Prime for retirees

View: mobile version

**Big take aways**:

**Personalization**: This user expected that all content would be specific to user making bottom section for health care and disability confusing.

**Content strategy**: Although user understood health supplies, when user was speaking to the subject, she called them medical supplies, then said neither word evoked just hearing aid batteries and prosthetic socks. Finance was confusing to user.

**Critical information**: User felt appointments would be the reason to use MyHealtheVet and was pleasantly surprised that it was the first content area on mobile version. Felt, in addition to appointment content displayed, that the specialty should be specified on appointment [ortho v. physical therapy].

Observations:

- user read aloud the items on the page and share insight on how user approaches new sites by reading and clicking on things to see what information or actions are available.

- user pointed out that virtual visits were not on the page. [they are in VAOS; can that be added to appointment box? virtual visit v. in person?]

- user was unsure if last visit notes would be accessible in health records section

- user was unsure what would be found under finance

- user was unsure about health supplies “are they syringes and alcohol?” “ambiguous”

- content at bottom (health care and disability) as user read each sub-category, user kept saying “is this about me or is this just information?” “is this my co-pay or general?”

- User said… how does disability relate to health care

- help was ambiguous; “what does that mean; IT, appointments, health?”

Suggestions:

Personalize to the patient… my coverage, my co-pay

Note if appointment is virtual or in person

Appointment specialty specified “what service am I seeing?”