**User Screening and Test Script**

**Pharmacy Page Consolidation**

Target users

* 1. 5-8 participants
  2. Familiar with MHV
  3. Used to using the MHV Pharmacy site
  4. Wide age range between participants
  5. Male/Female mix
  6. Any military branch
  7. Disabilities, esp. visual and cognitive impairments
  8. Family member/caregiver (non-veteran)

**Participants:**

**Script:**

Intro - 5 minutes

Thanks for joining us today! My name is [NAME] and I also have some colleagues on the line observing and taking notes. Today we're going to talk about [description of your project].

Before we start, a few things I want to mention:

* This entire session should take about [time]. I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.
* In this session, we want to hear your honest opinions. We are not testing your ability. We just want to improve these tools to better meet Veteran's needs. I will not be offended by any opinions you express, and I welcome your feedback.
* [IF APPROPRIATE:] You'll be interacting with a prototypes and a demo tool. This is a demo tool that may not function exactly the way you expect. Some areas of the prototype will be clickable, and some will not. Since it's a demo, none of your actions will affect your actual VA information or benefits.
* If for any reason and at any time you want to stop the session, please let me know.
* Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly.
  + If yes: Once I start recording, I am going to confirm that you are ok with me recording this session once more.

Start recording.

* I have started recording. I'd like to confirm: Are you comfortable if I record my screen the audio as we talk today?

**Welcome and Purpose**

Hello thank you so much for participating today. My name’s Lexi, and I’m going to walk you through today’s session. Before we get started, I wanted to give you a little information about what you will be looking at and give you time to ask any questions you might have.

Today we are asking you to serve as an evaluator of some potential updates to the My HealtheVet Pharmacy Site and to complete a set of tasks. Our goal is to see how easy or difficult you find the design to use.

**Test Facilitator’s Role**

I am here to record your reactions and comments of the Pharmacy site. My colleague Gavin is also here to help me take notes and observe your interactions with the site as well.

During this session, I would like you to think aloud as you work to complete the tasks. For example, I encourage you to say things like “I am going to click over here” or “I am scrolling down to find what I am looking for”. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happened.

Before I show you what we have been working on, I have some information for you, and I’m going to read it to make sure that I cover everything.

**Test Participant’s Role**

The session should take about 30-45 minutes.

The first thing I want to make clear right away is that we’re testing the design, not you. There are no right or wrong answers. You can’t do anything wrong here, and please don’t worry that you're going to hurt our feelings. We want to make this site as easy and pain free to use as possible, so to improve the design, we need your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they don’t have someone sitting next to them to help. But if you still have any questions when we’re done, I’ll try to answer them then. If you get stuck, and I do not provide any suggestions, please don’t assume I am ignoring you – I just want to see where you would go next. And if you need to take a break at any point, just let me know.

With your permission, we’re going to record what happens on the screen and our conversation. The recording will only be used to help us figure out how to improve the site, and it won’t be seen by anyone except the people working on this project. And it also helps me so that I don’t have to take as many notes.

By continuing this session, you are giving us permission to record you and that the recording will

only be seen by the people working on the project. May we continue?

Great. Do you have any questions so far?

## **Pre-Test Questions**

Before we look at the Pharmacy site design, I’d like to ask you just a few quick questions.

1. First, have you participated in usability testing before?
2. Tell me a little bit about yourself. What do you do for a living?
3. ~~What is your highest level of education?~~
4. How comfortable are you with computers and mobile? technology? Tell me a little bit about how you use them.   
   (We want to gauge whether or not the online pharmacy is their first choice. If someone is uncomfortable with online services, it is more likely that they will be more frustrated with the product, regardless of how usable it may be)
5. How often do you use the My HealtheVet website?
6. What do you use it for?
7. How much time do you spend on the site? ~~What are your overall thoughts on the website?~~
8. In addition to My HealtheVet, do you use any other online pharmacies?
   1. [If yes] which?
   2. How does your experience using that pharmacy compare to using My HealtheVet?
9. [Regarding Details Pages:] When looking at a prescription, what do you think these terms mean? Again, I am not testing your knowledge, we just want to make sure we use the same language that our users use.  
     
   Recommended language for verifying comprehension & shared terminology: I’m going to ask you to explain to me in your own words some of the common phrases you might see on a prescription label. We are not testing your knowledge - we just want to make sure we are the same phrases that you might use.

* How would you describe:
  + Dispensed Date
  + Fill Date
  + Expiration Date
  + Order Date
  + Status
  + Category
  + Source
  + Facility/Pharmacy

## **Test Questions**

Ok, now we will start looking at the site. I am going to paste a link in the chat, and then I will ask you to share your screen with me.

1. First, I’m going to ask you to look at this [summary table and/or details] page and tell me what you make of it:
   1. What can you do on this page? (Clarifying question: What is this page’s purpose?).
   2. Describe your impressions of the page.
   3. What catches your eye?

Thank you for that. Now I’m going to ask you to do some specific tasks. For test purposes, we have created this account that we will pretend is yours, though it looks slightly different than what you might be used to. And again, as much as possible, it would help us if you can try to think out loud as you complete these tasks.

1. For our first task, the scenario is this: You have been asked by a non-VA doctor about your most recent use of NSAIDs. Find the expiration date of Ibuprofen Lysine that you had been prescribed by a VA doctor in the past.
2. Please return to the pharmacy home page.
3. Our second task is to Refill [insert medication name here]
4. Add a medication to “My Medication List:
5. Find the last time “[Insert Rx name here]” was refilled
6. Locate the glossary that distinguishes between the “Fill Date” and the “Ordered On” date.
7. Because there will be some changes to the Pharmacy site, and we wanted to combine a few pages into one because they all have the same information. However, we don’t want it to be a surprise to you, so out of these four options, which would you rather see to notify you that the look of the site is going to be a little different? (Show the following)  
     
   Suggested replacement: Occasionally we make changes to the My HealtheVet pharmacy site. I’m going to show you four different options we have for notifying you that something has changed. Please tell me your impressions of each option.   
     
   (Slowly, show them each option mockup and ask for their feedback.)
   1. Pop up
   2. Menu verbiage
   3. Extra (this page no longer exists)
   4. Yellow warning banner

Ask:   
Which of the options did you like the best? Why?   
Which did you like the least? Why?   
Which option was the clearest to you? Which was the least clear?

Which one did you notice most? Which did you notice least?

Were any of these options annoying to you?

## **Post-Test Questions**

Thank you for walking through all of that with us. Now we have some post-test questions to ask you.

1. ~~What did you think of the tasks?~~
2. What did you like or dislike?
3. ~~What would you change about the design?~~
4. What do you think about how information and features are laid out?
5. Was the pharmacy page easy to use?
6. Overall, what’s your experience been with the website?
7. If you could change one thing about the website or app, what would it be? Why? [This could be the site you used in the past, or the screens we showed you today]
8. What one thing are you most excited about with the website or app? Why?
9. Why will you continue to use this website or app? What will stop you from using this website or app in the future?
10. How likely are you to refer this website or app? Why or why not?

Those are all of the questions we have for you, so thank you so much for all of your help. Our meeting today will help shape the future of My HealtheVet.

~~Mention when they are expected to get their compensation, and who to contact for details.~~

Recommended close:   
Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session?

If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!