Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I’m prescribed sleep apnea supplies. I usually have to contact the clinic to get my supplies which takes a while to get to. You can’t go online and order them. I have to get in contact with a person.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.
  + ***“I have to call the clinic and tell them what I need. They send the amount they want to send. Sometimes I don’t want so much. I can request the amount. Sometimes they get it right and sometimes they send me more than needed. It’s not efficient the way they are doing it. I usually have to wait for someone to call me back because I can’t get through when I can. I don’t know why they didn’t tell me there is an online version. I wouldn’t be surprised if they don’t know how to use it.”***

Interview - 20 minutes

*Task: Order a mask strap for CPAP and glucose testing strips.* You need to order a mask strap for your CPAP and some glucose testing strips. Using this prototype, can you show me how you'd do that from here? It would really help me if you could talk me through what you are thinking as you figure out how to do this on the website.

- Observe what they do first: Participants may try to find either mask traps or glucose testing strips first, remember to ask “Which one are you looking for” before they click on something on MHV home (for all 3 options).

- Questions for Option 1:

* ***“Click on order medical supplies. Click Mask strap. It was easy. I would love to be able to have this option. I would rate it a 5.”***
* ***“I don’t see glucose testing strips on here. I would think this list would be tailored to what I need. I would think testing strips would be on this list. This is for supplies.”***
* ***“It should be on the medical supplies list. Will it let you order from here? I would think you could order from the medical supplies list, especially the strips. That’s where I think it would be. I wanted to look for them. I thought they’d probably be on this page.”***
* ***“I don’t know how the glucose strips are issued because I’ve never had a prescription. I think it should be in medical supplies. Prescription is a medication.”***
* ***“I think prescriptions are medication only. It’s not part of the supplies that go with it.”***
* If they are unsure which link to click, ask "What confuses you, OR what are you thinking?"
* Before you click on anything, tell me what you're thinking and what you'd click on next.
* What do you expect to see when you click...? (regardless of what they click)
  + *If they click before you ask this question: Is this what you were expecting to see?"*

Wherever they land on the next step, ask:

* What is this page, OR what's the purpose of this page?
* What do you like and dislike about this page?
* (If applicable, to remind them) What would you do from here to order a mask strap for your CPAP? Or what would you do from here to order glucose testing strips?
* After they do something, ask "Is this what you expected to see?"

After completing the task:

* How easy or hard was it to find where to order the mask strap? 5 being the easiest and 1 being the hardest. Why?
* How easy or hard was it to find where to order glucose testing strips ? 5 being the easiest and 1 being the hardest. Why?
* What did you find the easiest and most difficult about this activity?

- Questions for Option 2:

* ***“Medications and medical supplies list. That’s where my supplies should be to order my straps. I guess they could be together to make it more convenient. That’s where I would go to try and find mask straps.”***
* ***“I like the other option of them being separate. I don’t think medications and medical supplies should be together. My sleep apnea has nothing to do with any medication I’m taking right now. That’s why I don’t think they should be together. I prefer the 1st option because they were separate. I can click on supplies and not have to worry about my medications. It’s all combined. I don’t know about this. I see why they did it, but I would want them separate. I could accidently click on the wrong thing. I see the mask strap on here. I think I could order them from here. I would just click on it and it would automatically order for me.”***
* ***“I would give this one a 4. I’m sure this one is easier, but I would prefer them separated.”***
* ***“I would think refill VA prescriptions would be the same as the list. This is better than the last one. It’s just one click on the mask strap and glucose strips. This looks easy. I would rate this one a 5. When I first looked at this, I thought it was the order list. I didn’t see order medical supplies with the refill. I misread it.”***
* If they are unsure which link to click on, ask "What confuses you, OR what are you thinking?"
* Before they click on either one of the links under Medications and medical supplies card on MHV home, ask "What do you think the differences are?” (Only if they are confused) What do you find confusing? How would you change it to make it less confusing?
* What do you expect to see when you click...? (regardless of what they click)
  + *If they click before you ask this question: Is this what you were expecting to see?"*

Wherever they land on the next step, ask:

* What is this page, OR what's the purpose of this page?
* What do you like and dislike about this page?
* (If applicable, to remind them) What would you do from here to order a mask strap for your CPAP? Or what would you do from here to order glucose testing strips?
* After they do something, ask "Is this what you expected to see?"

After completing the task:

* How easy or hard was it to find where to order the mask strap? 5 being the easiest and 1 being the hardest. Why?
* How easy or hard was it to find where to order glucose testing strips ? 5 being the easiest and 1 being the hardest. Why?
* What did you find the easiest and most difficult about this activity?

- Questions for Option 3:

* ***“I would go to medical supplies and equipment. That’s what I wanted to see the entire time. Separated from refills. Go to order supplies.”***
* ***“I would go here to order glucose testing strips. Go back. Click medical supplies list. It’s not going to be there either. I guess it’s going to be in the prescription area. Click Refill VA prescriptions. I don’t think that’s where it should go. I suppose that’s where they have it.”***
* If they are unsure which link to click on, ask "What confuses you, OR what are you thinking?"
* Can you describe what you expect to see after you click on...?
* Observe and see if they know they need to click on the "refill and order" link to order the mask strap or testing strips, or do they go to the list page?

Wherever they land on the next step, ask:

* What is this page, OR what's the purpose of this page?
* What do you like and dislike about this page?
* (If applicable, to remind them) What would you do from here to order a mask strap for your CPAP? Or what would you do from here to order glucose testing strips?
* If they have difficulties finding the mask strap on the list view page, point it to them, but ask "How would you change it to make it easier to find?"
* After they do something, ask "Is this what you expected to see?"

After completing the task:

* How easy or hard was it to find where to order the mask strap? 5 being the easiest and 1 being the hardest. Why?
* How easy or hard was it to find where to order glucose testing strips ? 5 being the easiest and 1 being the hardest. Why?
* What did you find the easiest and most difficult about this activity?

- Questions after showing all 3 options:

* Which option did you find the easiest for you in terms of finding the mask strap and glucose testing strips and ordering them?
  + ***“I like the 3rd one because I can just click on medical supplies. I’m not ordering medications; I’m ordering my supplies. I don’t want to deal with my medications. They are separate. The glucose testing strips should go in the medical supplies.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medications are pills and supplies are things that you have to have. Medication is different than CPAP supplies. It’s a physical item.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“If I’m pulling up MHV, I would like a link “order medical supplies and equipment” to go straight there. A one stop shop. I wouldn’t change anything. I like the way it’s set up.”***

Thank you and Closing - 5 minutes

Is there anything else that we haven't talked about that you’d like to share? Do you have any questions for me before we wrap up?