Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I order my supplies through the VA. Through the VA website or app for my CPAP and hearing aid supplies. I have rechargeable hearing aids now. I’ll order filters and domes for my hearing aids.”***
* 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’ve ordered online, phone and email before. There is an email. Sometimes that’s hit or miss. I don’t use the CPAP all the time. I email them to get a specific mask and they won’t fill it because I have to get the prescription from the specialist. It’s a pain. Online ordering was nice to not have to wait on the phone. It’s a lot easier.”***

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:

* ***“Maybe medical supplies. Click on medical supplies list. Sometimes I’m going too fast and need to read. It’s the first one. Refill VA prescriptions. Found mask straps. It was easy a 5.”***
* ***“I would click on the same box above the testing strips. Depending on what you have, it’s similar. Not everything is shown on mine. With some things, I have to call or email my provider. I like that it shows everything. If there aren’t many orders, it’s nice to click on one screen.”***
* ***“Maybe for some, maybe have different tabs for medications. Separating the tabs somehow. Some people have a lot of supplies. I’m sure Veterans have more than me. It would be better than clicking through different screens. Tabs like “CPAP” or “Hearing”.***
* ***“The boxes are new. I haven’t ordered in a while. Showing the prescription number and fill date is nice.”***
* ***“Have tabs on the same page. Where is says Select all, maybe a dropdown list with “Hearing supplies”, “CPAP supplies”, “Medications”. Some type of separation between each.”***
* 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:

* ***“I would go to Order medical supplies. It’s broken up more than having them together like Option 1. To me, it’s easier to read than the other. The testing strips are not on here. It’s confusing. I would think medical supplies. Maybe I need to send a secure message and contact my provider about the testing strips.”***
* ***“I would check under prescriptions just in case. Maybe since glucose is testing, it’s under prescriptions. I don’t know if I would have checked under there.”***
* ***“Order testing strips was a 3. Mask straps would be a 5.”***
* 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’m thinking maybe prescriptions or medical supplies now. I’ll try medical supplies first. No, I was wrong. I’ll go back and go to prescriptions. There it is right there. That was a learned experience from the last prototype.”***
* ***“Testing strips would be a 4. The 1st prototype was easier because they were all together. It makes it simpler for Veterans.”***
* ***“I would go back to order mask strap. Go to order medical supplies and click mask strap. That was a 5.”***
* 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?
  + ***“Prototype #1. Everything was combined so it was easier to find everything in one place. Having tabs on the page would help navigation.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medications are something you take or ingest. Take as needed. Supplies would be stuff you use with instructions given to you. Use a machine or some other device.”***
  + ***“Prescriptions would fall under medication.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“Nothing else.”***

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?