Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I use CPAP supplies. The process of getting new supplies has been rough. The 2 times I’ve tried to refill, I’ve been on the phone for an hour ½ before getting to talk to someone. It’s somebody in Colorado. I don’t remember.”***
* 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 used to have my PCP order them through the VA. She said I now have to call to order them. They changed the process, and my PCP could no longer order supplies for me. I was told I couldn’t order online because it wasn’t an option.”***

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:

* ***“I would go to order medical supplies. Select mask strap. This makes sense. It’s a medical supply. Nothing confusing. It was pretty easy – 5.”***
* ***“I would have assumed the testing strips would be under order medical supplies. I don’t see them listed under here. I’m not diabetic so I don’t know if I would need a prescription for that. I’ve never had to order any before, but I would have thought they would be under order medical supplies.”***
* ***“I would give it a 4. It wasn’t where I thought it would be. Using common sense, I looked in the medications. It wasn’t the 1st place, but the 2nd and still easy to find.”***
* 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 and select mask strap. Similar to the last one. It’s pretty simple. It looks the same as the other one. You just order it. Looks straightforward to me.”***
* ***“From what I learned from the last one, I would go to Refill VA prescriptions to find glucose testing strips. Same as last one.”***
* ***“I noticed medications and medical supplies are now separated. If that’s the case, it’s better for it to be in a separate section. I’ll know which section I want to go to. I like this option better.”***
* 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 medications and medical supplies list. Nothing else stood out to me. Oh – it also says medical supplies. I didn’t read all the way through. I’m used to MHV there is a section that says, “Refill VA prescriptions”. I like that if I click on the list, I can get to the same spot by click “Refill VA prescriptions”.***
* ***“I don’t like that they are mixed in together. There could be a lot of information on there I have to sort through to find what I’m looking for.”***
* ***“I would have the medications separated from the medical supplies. Prototype 1 & 2 had individual sections for each.”***
* ***“It’s less confusing because the lists will be smaller.”***
* ***“I would give it a 3. It wasn’t difficult and I would get used to it. It was easy to figure out but I don’t like 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?
  + ***“#2 was the easiest for me. Meds and supplies separate. If I want medication, I go to that section. If I wanted medical supplies, I go to that section. That’s what I like better.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“I know supplies are an initial prescription. Once it’s ordered, then you can do follow on maintenance but I’m not certain.”***
  + ***“Medications are different types, dosages, and usages. Supplies are only one type of use. They are completely different in my opinion.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“It seems pretty good. Looks like it’s grouped by device. I would want it grouped by CPAP supplies.”***
  + ***“This would make it a lot easier for me than being on the phone.”***

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?