Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I order parts for hearing aids. That’s the only things I’ve had to order. I have to order new tips and rubber parts that go in my ears.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.
  + ***“Online through the website that the audiologist gave me. I go through and submit my order. It was fine. You have to put in what type of hearing aid you have and options on what I can order. It would be wonderful if there was a link to order through MHV. It was about a year ago. I’m not exactly sure where it was. I can’t remember if I ordered through the manufacturer or medical warehouse through the VA.”***

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. I don’t see the test strips on here. This is great. I like that it tells me what it is and the quantity. If this list got longer, you’d probably have to break it down into classes of supplies. Maybe one for hearing aids and then it goes to the batteries and cord. I would go back to the medical supplies list. That didn’t take me anywhere. I would expect to see testing strips under medical supplies.”***
* ***“I don’t believe I’m on the ordering page now. Let me go back to order medical supplies. I see mask strap. I would click on it. That’s what I would do. Click on that and submit orders button at the bottom.”***
* ***“The list was just to show me what supplies are available.”***
* ***“Mask strap was very easy. I would give it a 5. I’m not sure why there is a medical supply list and an order list. Why isn’t there just one? I don’t see the benefit in having two. I might want to just look at the list. I could just do that on the ordering page. I don’t think it’s bad. I just didn’t see why there were two.”***
* 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 look down to medications and medical supplies. Medications and supplies are in the same area. I think that’s fine. In the last one, I liked that they were right next to each other. Are the lists specific to me or a general list of all medical supplies I can order? That makes sense. I would click on Refill VA prescriptions. I would tap on glucose testing strips and submit orders. I don’t like that the medications and supplies are mixed. I would rather have them separate. When I go in to MHV, I have about 30 different medications. A lot of them are old medications that I had at different times. I have to go down to my active prescriptions. I could picture this list being about 50 things. With them mixed, it would make it hard for me to find what I’m looking for. If they were on the same page in different lists, it would be better but still potentially a long list. If it kept my old prescriptions, then I would need a button to filter active prescriptions. I would rather have medications and supplies separated.”***
* ***“I would say a 3. I can do it on this but the # of medications on here is limited. If it was my list, it would be a 3. With the limited number on here, it 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:

* ***“This is what I was talking about. This is much easier. I know I want medical supplies. Well, there are no testing strips. Ordering a mask strap is very easy. This screen is the easiest of the 3.”***
* ***“I would think it would be on the medical supplies list. I can see the same list as on the ordering page. Again, it’s duplication. I can look at the supplies available to me on the ordering site.”***
* 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?
  + ***“The 3rd one. The 1st may have been but it was the first time I looked at it so it was more confusing. Between the 3rd and 1st. Actually, the 1st is the best for me. My medications are right here. This is what I have now with medications. It’s similar. Medical supplies are separate. As long as they are near each other, I like this the best. The options are very similar. This one is a separate box. I could live with either of them.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medications are prescriptions or things that a pharmacist would have or provide. Medical supplies could be bandages, hearing aid supplies, prosthetics, etc. Things that don’t necessarily go through a pharmacist. They both apply to your wellbeing and health. To me, they are two different categories.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“I like #1. I think the only thing would be the medication or medical supplies list is just a duplication. It could be confusing. For me, I understand and don’t have a problem with it. I don’t know why I need two buttons.”***
  + ***“I think the landing page should just show active prescriptions and a button to see those that are inactive.”***

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?