Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I get supplies for my hearing aid. Th batteries. I call the resp techs to get CPAP supplies. I can secure message them.”***
* 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 stopped calling them years ago. It takes a while to figure out where to order your supplies. If the phone number is off, you won’t reach them. I’ve been ordering supplies for over a decade on the website. A lot of people don’t know how to do it online. I use E-benefits. I don’t know if I can order on MHV. I only do it every 6 months.”***

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 clicked on medications and medical supplies list. Then it shows you everything and I pressed on the green arrow. It shows me the list of what I can order. I can order the mask strap from here. I just have to select and submit order.”***
* ***“It’s the same as ordering something on Amazon. I would give it a 5. A lot of veterans aren’t tech savvy.”***
* ***“I would click on the button that says glucose testing strips and submit order.”***
* ***“I would like the drugs and supplies to be separate. They give confusing names on the medication depending on the branding. They should be on a separate screen, not combined. Or all the medications should be aligned with each other linearly and same with the supplies. Right now, they are all over the place.”***
* 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:

* ***“Medical supply list. It’s the 4th supply item. Hopefully when I click on it, it goes to the ordering site. I have to go to the top to order. Having just supplies makes it easier. Less clutter.”***
* ***“It depends on my decision for clicking the list or ordering. Order medical supplies is like a checkout.”***
* ***“Either medical supplies list or order medical supplies for glucose testing strips. Go straight into the order medical supplies. It’s not on here. It could be under medicine. You have to order glucose supply at the VA pharmacy. It depends on how it’s labeled. I would put testing strips under medications because that’s what I currently do. I don’t expect anything. The VA tends to mislabel things, so I go through all the options.”***
* ***“It would probably be under Refill VA prescription. Glucose testing strips are under medication. This matches my expectation. This is always how they do it. It’s always under medications. To order anything with diabetes, it’s in medication. I don’t know why but they always do it that way.”***
* ***“For me, 5 it was easy. If it’s not in one area, I check the other area.”***
* 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’ll go to order medical supply and click on mask strap.”***
* ***“I have to back track to order medications. There are glucose testing strips.”***
* ***“5 easy for both.”***
* 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 liked Flow 3. Medications and medical supplies are on one list. It’s one less step to go to. I think they should be separated on one page. Sorted in alphabetical order. All on the same page.”***
  + ***“As long as I can order them and they show up, it’s not a problem.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“When you order supplies, you usually don’t need a doctor’s prescription. With medications, you need to get a doctor’s order. With supplies, you can talk to anyone to get it. Anyone can order you the supply.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“They should do a video on the site showing how to order. You tap with trial and error. A lot of Veterans are senior citizens and suffer from cognitive disorders. They can’t think to operate on automatic basis. That’s why they call the pharmacy.”***
  + ***“I like it because it’s not as cluttered as Amazon.”***

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?