Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I get supports for my feet, mole skin, glasses, knee brace, etc.”***
* Have you ordered accessories for your medical equipment online before? If yes, how was your last experience? If no, move on to the task.
  + ***“Usually, I have to send a secure message to the provider and ask for a refill. Mole skin I have a script in MHV under pharmacy. Some things I have to request through the provider. If I get low, I contact the provider that I need more. I prefer secure messaging because there is a record. If I phone and leave a message, things tend to get lost or forgotten.”***

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:

* ***“First thing that pops out is that it’s alphabetical. The appts are never accurate so I’m skeptical about that. I would go to medical supplies for CPAP. Click order medical supplies. Click mask strap. Do I have to order 10 of them? This is easy to use. It’s a 5.”***
* ***“Click medical supplies list. If it’s not under medical supplies… I don’t have diabetes, so I don’t know. I found it under medications. I like solving problems, so I just did the process of elimination. It was a guess. In my mind, a medication is something that goes into my body. Testing strips, in my mind, is not a medication. It’s a medical supply. That one was a 4. I would put testing strips under supplies. If I’m going to order it, I would put it under order medical supplies.”***
* 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 like the other layout better. To have prescriptions separate from supplies, made sense to me. Having them combined might be overwhelming considering how much stuff I get from the VA. Nothing confusing. Click Refill VA prescriptions. There is the mask strap. It’s a 4. This person doesn’t have as many medications as I do. It would be more challenging to find a mask strap among all of my medications. I prefer the 1st prototype where medications and supplies are two separate categories.***
* ***“I would have Refill VA prescriptions and order medical supplies two separate bullet points. Different links. I don’t see the logic in how it’s organized. It’s just there. I like things alphabetical and prefer the brand names instead of the generic names the VA uses. I don’t want medications and supplies on the same list.”***
* 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:

* ***“Go to supplies list. Wait, I’m not on the order page. It doesn’t make sense to have a list of what I have and another list of what to order. My surgeon needs a list of my medications. The list to order is going to be the same list. I order my prescriptions through MHV. My pharmacist always asked why there are so many lists. I don’t think there is a need.”***
* ***“In this world, glucose testing strips are considered a medication. So, I need to go to order medications. There they are. I would rate it a 4. Once I fumbled around with it, the system makes sense.”***
* 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 first one. It had the medications and medical supplies separated. Medications are clumped together, and medical supplies are clumped together. The difference between the two is clear.”***
  + ***“I don’t currently order medical supplies through MHV. I have a hard time with change. I’m thinking the 1st prototype appeals to me because it’s the way I’m used to. It adds one more category to a screen I’m familiar with and it doesn’t feel overwhelming.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“A supply is something use to promote wellness and medication is something that I take by mouth or apply topically that impacts my physiology.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“This list page is easier to read than what’s currently on MHV. Other than that, I don’t have any comments.”***
  + ***“I would like some linkage that the provider needs to write a new prescription. When I run out of refills, I have to contact them for a new prescription to be written. I have to compose a secure message and ask my provider to write a new script for something. I would like a linkage so when I request my last refill, the provider will receive notice to consider writing a new order without me messaging them.”***

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?