Warm-up Questions - 5 minutes

* What medical equipment have you been prescribed?
  + ***“I have compression socks, CPAP machine and blood pressure machine.”***
* 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 have reordered before. I either mail in or contact my PCP. Sometimes I contact through secure messaging or call the office. I didn’t know there was an online version.”***

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:

* ***“Typically for me, I would compose a message and message my provider. Now, I see there is an option to order. I would click on Refill VA prescriptions and order medical supplies. This is what I’m expecting. This is something similar to what I pictured in my mind to pop up. Select my prescription and go to an order confirmation page probably. I would click on mask strap. I’d give it a 4 because it’s my first time. I don’t think I would change anything. It’s pretty simple. As you get used to it, the process will be easier.”***
* ***“I would highlight the glucose testing strips and submit orders. I like that it gives you the device information and how many you can get. It has important information there.”***
* ***“I would probably sort them as medications together and medical supplies together. I would have anything pharmaceutical medications under one tab. Another tab for all medical supplies. One is for ingestion, and one is for physical use.”***
* ***“If you can submit from the same page, that would be awesome. How do I submit a new request if I don’t have anymore refills?”***
* 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:

* ***“Click on order medical supplies. That’s where my list of medical equipment is and where I can reorder. This is where I expected to find glucose testing strips. Maybe not. That one is tricky. It’s not something you would ingest or apply to your body so I didn’t think it would be under prescriptions. It’s something external you aren’t applying for treatment. I’ll go back. Maybe under medications. I’m not sure why I thought it would be there. My thinking is it’s tied to treating a chronic disease. Not sure. Maybe medication list. There it is. Why would it be here? I didn’t expect to find it here. I don’t know much about glucose testing strips. But maybe it has a chemical on it that puts it under medications? I would give it a 3 because I didn’t expect it to be on this side of the 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:

* ***“My first pick again would be order medical supplies. I’ll click on medical supplies list to check I’m ordering the right thing before ordering. You can go right back to the top and click order supplies. I like that. Again, the testing strips aren’t on this side. For mask strap, I would order it from here. Click order supplies, select it and verify the information and submit. This 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?
  + ***“The 3rd one. It had the medications and supplies separated. Everything was simple. You can see all of your prescriptions. I forgot about the 2nd prototype. I like that they are separated. I would rate this one now #1.”***
* Based on your understanding and experiences, what are the similarities and differences between medical supplies and medications?
  + ***“Medications you are ingesting, going into your body. Supplies don’t end up in your blood stream. The other thing similar is that you need a prescription for both of them.”***
* If you could change one thing about what you saw today, what would it be?
  + ***“I think #2 would be more self-explanatory and easier to maneuver through.”***
  + ***“The glucose testing strips were confusing where I’d find them. I would think it would be on the medical supply side.”***

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?